

## BizFAX Business Standalone FAX Server

BizFAX เป็นอุปกรณ์เครื่อง FAX Server ที่มีฟังก์ชันการทำงานอันหลากหลายและมีราคาที่เหมาะสม ทำให้ลดค่าใช้จ่าย ลดการใช้กระดาษ และเพิ่มประสิทธิภาพในการทำงานในองค์กรขึ้นได้เป็นอย่างดี



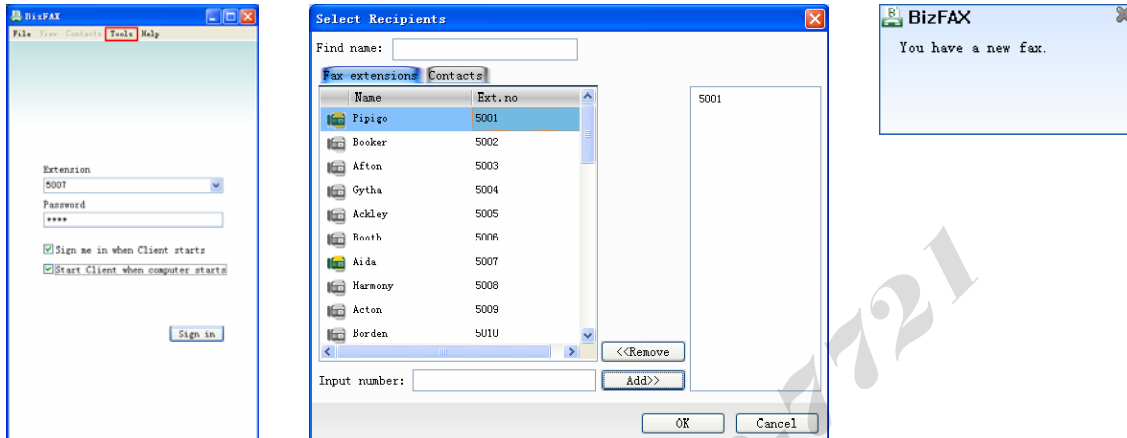
### โดย BizFAX ทุกรุ่น มีคุณสมบัติเด่นเช่น

- ลดค่าใช้จ่าย, ในการใช้งาน Fax Server, ผู้ใช้งานแฟกซ์ไม่จำเป็นต้องพิมพ์เอกสารก่อนที่จะส่งงาน โดยระบบ BizFAX สามารถที่จะส่งเอกสารโดยตรงจากเครื่องคอมพิวเตอร์ทันที, อีกทั้งยังลดอุปกรณ์สิ้นเปลืองต่างๆของระบบแฟกซ์มาตรฐาน และ ลดงานต่างๆที่ต้องทำลงได้
- ลดเวลาการทำงาน, โดย BizFAX สามารถลดเวลาที่จะใช้ในการส่งเอกสารลงในแต่ละครั้ง เพิ่มประสิทธิภาพในการทำงานในภาพรวมได้เป็นอย่างดี
- ความปลอดภัยของเอกสาร, โดยการส่งเอกสารผ่านระบบ BizFAX ทำโดยผ่านระบบเครือข่ายทั้งหมดจึงลดความเสี่ยงในกรณีที่มีเอกสารที่สำคัญที่ต้องส่งไปยังลูกค้า
- ความน่าเชื่อถือ และ ความสะดวกในการรับส่งเอกสาร, BizFAX ใช้ระบบปฏิบัติการ (OS) ที่มีความเสถียรสูง, อีกทั้งการทำงานบนระบบ electronic ทั้งระบบจึงลดปัญหาที่เกิดกับเครื่อง Fax เช่น กระดาษติด, กระดาษหมด, และปัญหาต่างๆ อีกทั้ง BizFAX ยังรองรับการส่งและรับ Fax ผ่านทางระบบ Internet จึงทำให้สามารถที่จะส่งและรับ เอกสารจากที่ใดก็ได้ โดยไม่จำเป็นต้องอยู่ที่ Office เพิ่มความรวดเร็วและความสะดวกสบายในการทำงาน
- BizFAX มีให้เลือกใช้ในองค์กรทุกขนาดโดย เริ่มต้นที่ 1 สายนอกไปจนถึง 30 สายนอก



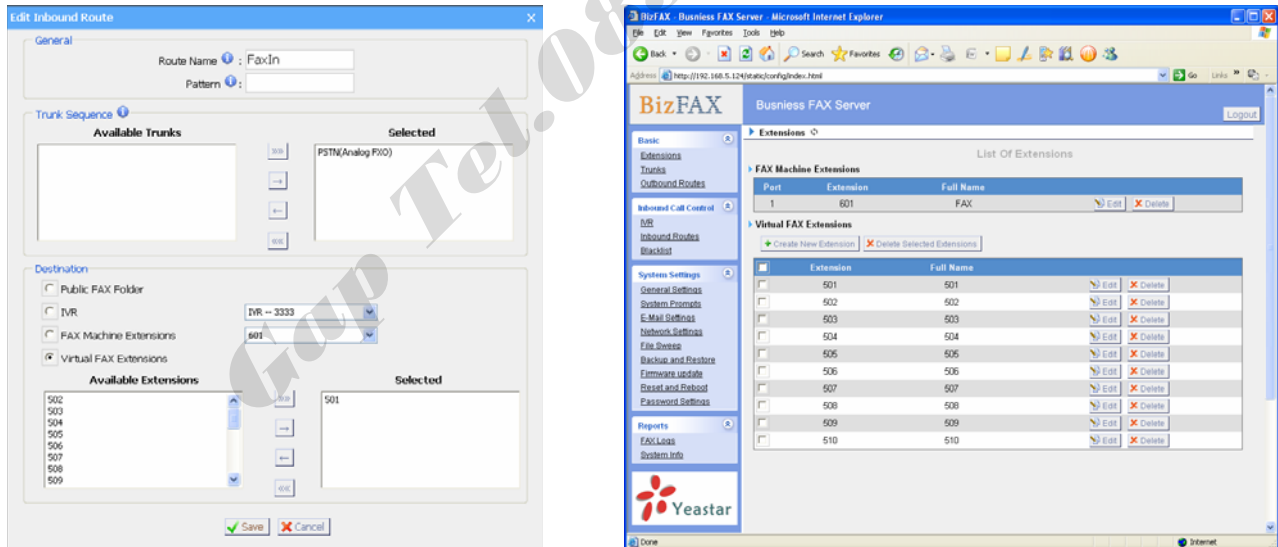
## ฟังก์ชันการทำงานโดยละเอียด

- “BizFAX Client” โดยการลง software บนเครื่องคอมพิวเตอร์จะทำให้ เครื่องคอมพิวเตอร์นั้นทำงานเป็นเครื่อง



Fax ได้ทันที (Virtual Fax Machine) โดย สามารถที่จะ รับแฟกซ์ ส่งแฟกซ์ หรือ ทำการ forward แฟกซ์ไปยัง ผู้ใช้งานอื่นๆทั่วในและนอกระบบได้ทันที โดยหากมี fax ส่งมายัง extension, ระบบจะทำการเตือนโดยการ pop-up ข้อมูลมาให้ผู้ใช้งานได้ทันที

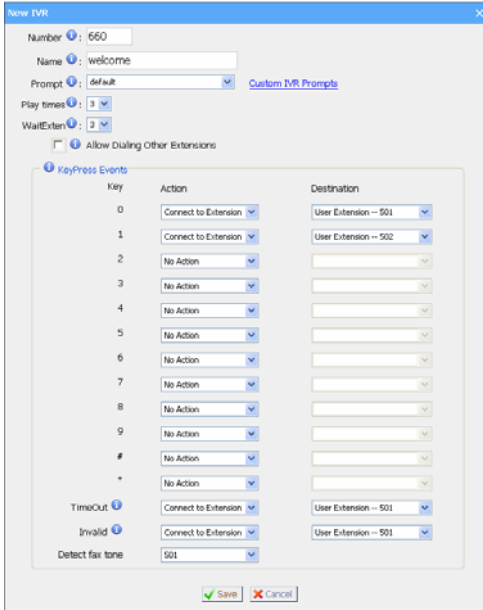
- มีช่องต่อแบบ FXS ทำให้สามารถที่จะต่อเข้ากับเครื่อง FAX มาตรฐานเพื่อใช้ในการ scan เอกสารหรือทำการ



พิมพ์ fax ออกได้โดยตรง

- มีพอร์ตแบบ FXO ใช้ในการต่อเข้ากับสายโทรศัพท์ได้ โดยมีรุ่นตั้งแต่ 1 ถึง 30 ช่องสัญญาณ

- รองรับการส่ง Fax แบบ Broadcast โดยสามารถที่จะส่งแฟกซ์ไปยังเบอร์ปลายทางเป็นชุดพร้อมกันได้
- รองรับการใส่หน้า cover page ได้ อีกทั้งยังรองรับการใส่สัญลักษณ์พิเศษเช่น URGENT, CONFIDENTIAL หรือ สัญลักษณ์อื่นๆ
- รองรับระบบ IVR สำหรับการรับ fax จากสายนอกทำให้สามารถให้ผู้ส่ง fax สามารถเลือกที่จะส่ง fax ให้กับผู้ใช้งานภายในได้ในแต่ละคนโดยง่ายดาย



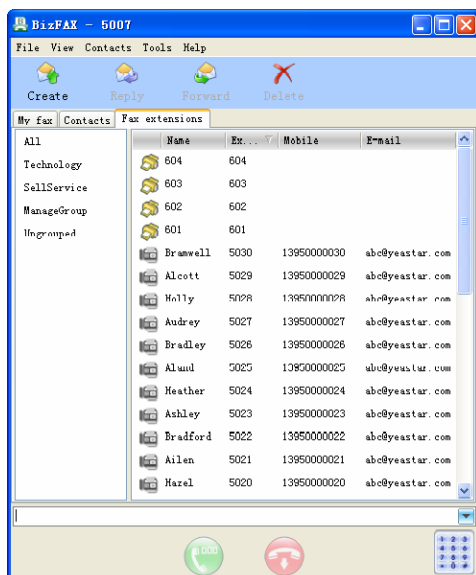
Key	Action	Destination
0	Connect to Extension	User Extension -- 501
1	Connect to Extension	User Extension -- 502
2	No Action	
3	No Action	
4	No Action	
5	No Action	
6	No Action	
7	No Action	
8	No Action	
9	No Action	
#	No Action	
*	No Action	
TimeOut	Connect to Extension	User Extension -- 501
Invalid	Connect to Extension	User Extension -- 501
Detect fax tone		501

- รองรับระบบ FAX to Email โดยทำการส่งไฟล์แฟกซ์ไปยัง email ของแต่ละผู้ใช้งานได้



- มีหน่วยความจำภายในเครื่องขนาด 500MB สามารถเก็บเอกสารแฟกซ์ได้ประมาณ 15000 หน้า อีกทั้งยังสามารถที่จะเพิ่มหน่วยเก็บความจำภายนอกผ่านระบบเครือข่าย Net Disk โดยไม่จำกัดอีกด้วย

- รองรับการส่ง message (IM), โทรศัพท์, email หากันระหว่างผู้ใช้งานในระบบ (make calls; send emails and instant messages)



- Auto convert documents as doc, xls and pdf to fax format tiff by BizFAX Printer
- Auto create a single fax document with multiple pages from multiple documents

**ราคา Yeastar BizFAX รุ่น E100, พร้อมพอร์ตสายนอก 1ช่องและ พอร์ตสายใน 1 ช่องต่อ ราคา SRP พิเศษช่วงเปิดตัวเพียง 17,610 + vat 7%**

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Datasheet: [http://www.yeastar.com/download/BizFAX\(E\)Datasheet\\_en.pdf](http://www.yeastar.com/download/BizFAX(E)Datasheet_en.pdf)

Server Manual: [http://www.yeastar.com/download/BizFAXServerUserManual\\_E100\\_en.pdf](http://www.yeastar.com/download/BizFAXServerUserManual_E100_en.pdf)

Software Client Manual: [http://www.yeastar.com/download/BizFAXClientUserManual\\_E100\\_en.pdf](http://www.yeastar.com/download/BizFAXClientUserManual_E100_en.pdf)

# BizFAX

## E100

# User Manual

Version 1.0.0.1

Yeastar Technology Co., Ltd

# O

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Gap Tel.085-918-7721

# 1

## Introduction

You may skip section 1- Introduction and directly move to section 2- Before you Proceed. However, we recommend reading through the introduction to familiarize yourself with the features and functions of BizFAX and help improve its operation. Thank you for purchasing BizFAX!

### 1.1 Product Introduction

#### **BizFAX — Paperless Fax Server**

BizFAX paperless fax system is an intelligent fax server that combines the traditional fax technology and network technology.

After connected the PSTN telephone line and built up the connection with the LAN or internet, by using the BizFAX Client software on their computers, users can easily to create a safe, efficient and affordable fax system for enterprise.

Through BizFAX Client software or BizFAX Web Client, every user is able to get the auto-receive, auto-fax and management features. When sending a fax, users only need to submit file to BizFAX server, and then system will auto fax the files in order.

Administrator has the authority to configure the system parameters and manage the users' information.

### 1.2 Functions

#### 1. Auto Receive & Send Fax

To receive and send faxes automatically on computer that dispense with additional fax machine, BizFAX delivers a significant reduction in document delivery costs by eliminating the need for paper-based print, stand-alone fax machines and associated maintenance, supply and labor costs. All the operations of traditional fax like print, dial, fax, re-dial when busy, postpone delivery or send in groups can be easily done within few seconds.

#### 2. Electronic Signature



BizFAX system help users to make their own signature and company stamp on a electronic document directly. All the signatures and stamps are safely protected and managed through high-end cryptography technology.

### 3. Remote Receive & Send Fax

Users are allowed to check and send faxes remotely by using BizFAX Client software at any time any places as long as they can access into internet.

### 4. Intelligent Voice Operating System

When receiving a fax, BizFAX will auto play the voice prompts. User can customize the voice files according to their own demands.

### 5. System Shareable

Users will be glad to get rid of an uninteresting task that must run around in order to make a fax. They can send or receive a fax on any of the computers in LAN. Moreover, BizFAX will auto send a document to corresponding extension after received a fax.

### 6. Multiple-Line Support

If there is quantity of documents waiting to receive or send, system will find an idle line automatically and balance the load among lines.

### 7. Auto converting format

BizFAX can auto convert documents in any format (word, excel, pdf, jpg and gif) to required TIFF format before sending out.

### 8. Listing of task

All of the submitted fax tasks will form a fax queue automatically before sending out by BizFAX.

### 9. Send Group Faxes

Simple organize the different users to a group for sending faxes to they at the same time. All the success and failure fax information are recorded on history for reference.

### 10. Retry of failed fax

We will try the best to ensure each fax can be sent successfully to the destination in time. When the other party is busy, unanswered or something else that result in the failure, system will auto resend fax. Here user can set the time (when) and number of retry times.

### 11. Auto Distributing

BizFAX can auto distribute the received faxes to corresponding users by user's extension number. If system is uncertain of the receiver, fax

administrator will get the faxes and manage them together.

#### 12. Internally Transferring

It supports the free fax and document transfer internally among all virtual fax extension users.

#### 13. FAX Notifier

BizFAX will send a notifier to sender whether it successfully finishes the fax task or not. Either of the computers in LAN receives a fax, system auto will notify users in time to view and back up all the received and sent faxes.

#### 14. Fax to E-mail

When system is auto distributing the received faxes, and meanwhile it is sending faxes to a pre-set Email address once users enable the Fax to Email function.

#### 15. Caller ID

BizFAX support the international FSK CID format and recognize the fax source correctly for block spam faxes directly.

## 1.2 Hardware Specification

### 1.2.1 Exterior Appearance

#### 1) Front Side



Figure 1-1 BizFAX Front Panel Picture

No.	Identifying
①	Green Light: Indicates the power connection is normal.
②	Green Light blink: Indicates the server system is in working.
③	Green Light: Indicates the system is ready.
④	Green Light blink: Indicates the internet interface in use
⑤	Green Light: Indicates the PSTN lines connect successfully.
⑥	Green Light blink: Indicates the PSTN line in use.
⑦	Green Light: Indicates the port is work well.
⑧	Green Light blink: Indicates the FAX machine in use.

## 2) Back Side



Figure 1-2 MyPBX Back Side Picture

## 1.3 Package Contents

- ▲ 1 unit of BizFAX server
- ▲ 1 power supply
- ▲ 1 Internet line
- ▲ Few telephone cables [RJ-11]

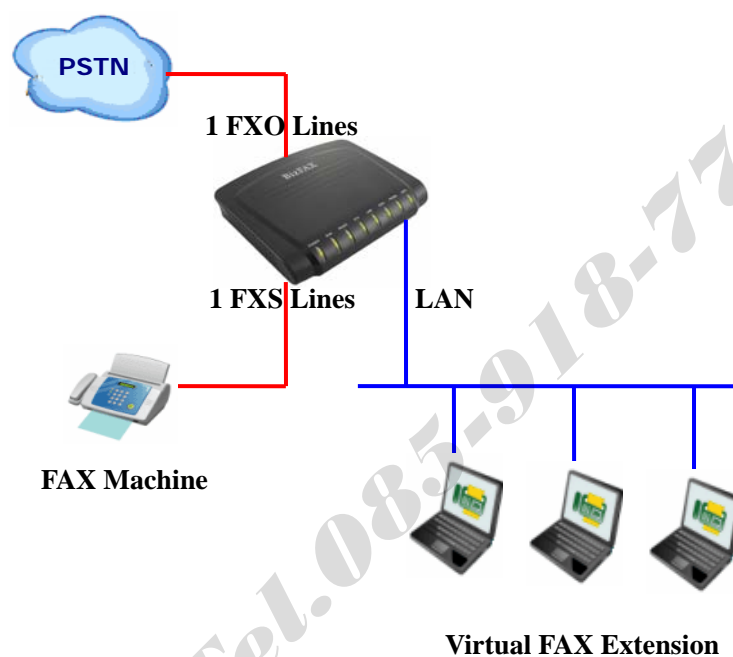
Note: If any of the above items is damaged or missing, contact your reseller.

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# System set up

# 2

## 2.1 Connection Drawing



## 2.2 Connecting Ethernet Line

BizFAX provides two 10/100M Ethernet ports with RJ45 interface and LED. Besides transporting voice, Ethernet port can also send information of managing, maintaining and operating.

Plug Ethernet line into BizFAX's Ethernet port, and then connect the other head of Ethernet line with hub, switch, router, LAN or WAN. Check the status of LED after connection, yellow light indicates port is in connecting process, green light indicates the port is in working.

## 2.3 Connecting Power

BizFAX utilizes the high-performance switch power, which supply the enough voltage and electrical energy that required by BizFAX system.

AC Input: 100~240V

DC Output: 12V,1A

Note: Prior to connect power, it's better to use the three-pharse power outlet of neutral-point joint or multi-function computer power outlet.


Please follow the below steps to connect power socket:

1. Push the switch on 'OFF' on power outlet.
2. Connect one head of the accessory power cable with the power input port on BizFAX's back panel, and plug the other head of power cable into 220V power socket.
3. Push the switch on 'ON' on power outlet.
4. After wired up power, please check the Power LED on front panel whether it lighted or not. Lighted LED indicates the correct operation of power; if unlighted, please repeat the step 1 to 3 again.

# Manage BizFAX

# 3

## 3.1 Manager Log in

Double click  icon to open the IE browser, and input the IP address of BizFAX server.

If user is first time to configure BizFAX by web, please use the BizFAX default IP address to log in: <http://192.168.5.150>

The default Username is **admin** and password is **password**.

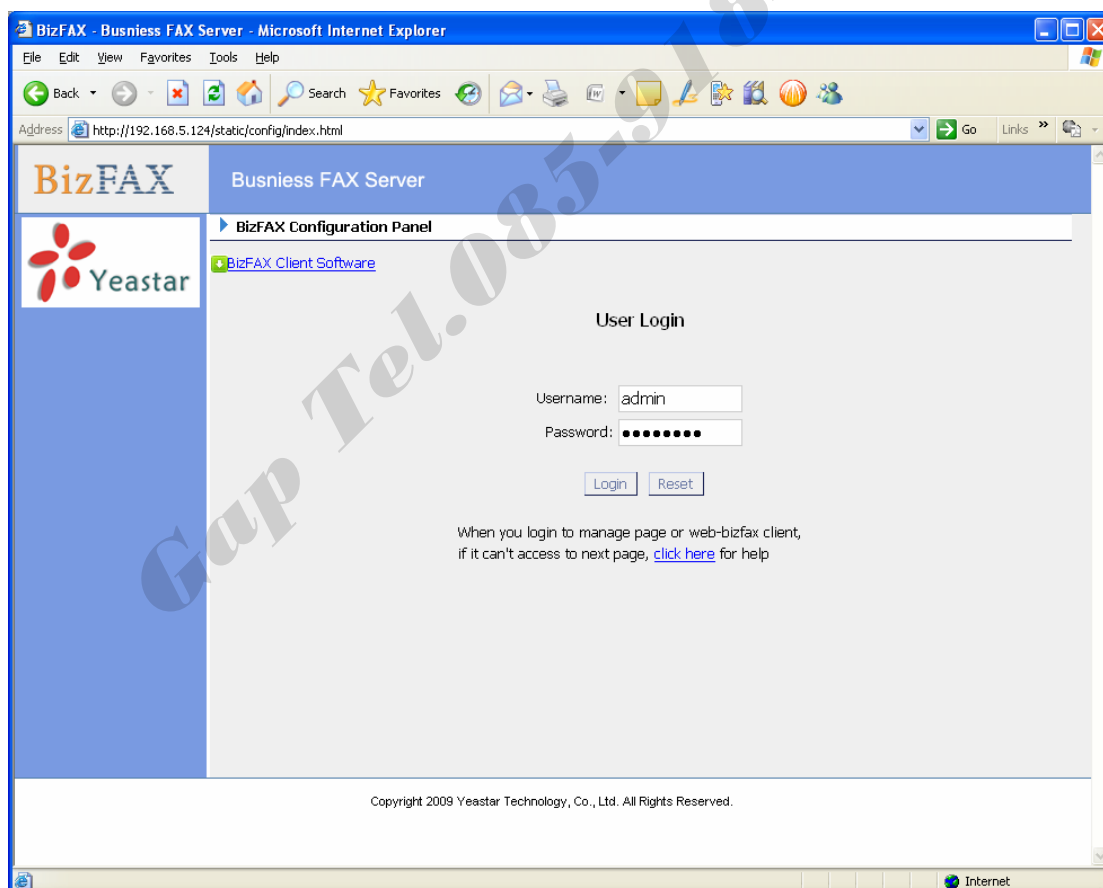


Figure 3-1

## 3.2 Basic

### 3.2.1 Extension

Fax extension has two kinds: physical fax machine extension (FXS) and virtual fax extension.

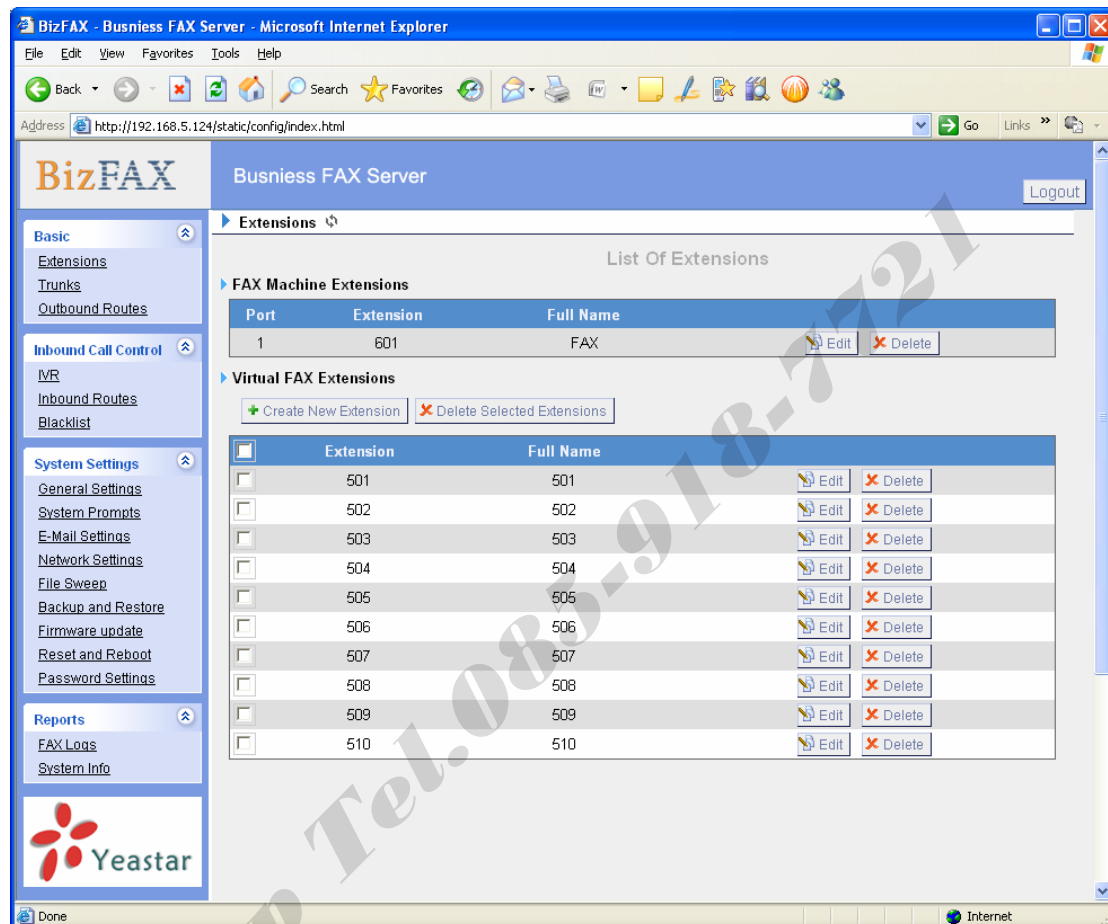


Figure 3-2

#### 3.2.1.1 Physical Fax Machine Extension

##### Edit Physical Fax Machine Extension

On the administration page of FXS extensions, click 'Edit' on the extension that you want to edit, and modify the following information on prompt window:

1) Authentication

##### •Extension

The numbered extension, i.e. 1234, that will be associated with this particular User / Phone.

2) Profile

##### •Name

A character-based name for this user, i.e. 'Bob Jones'



### •Group

Extension's Group.

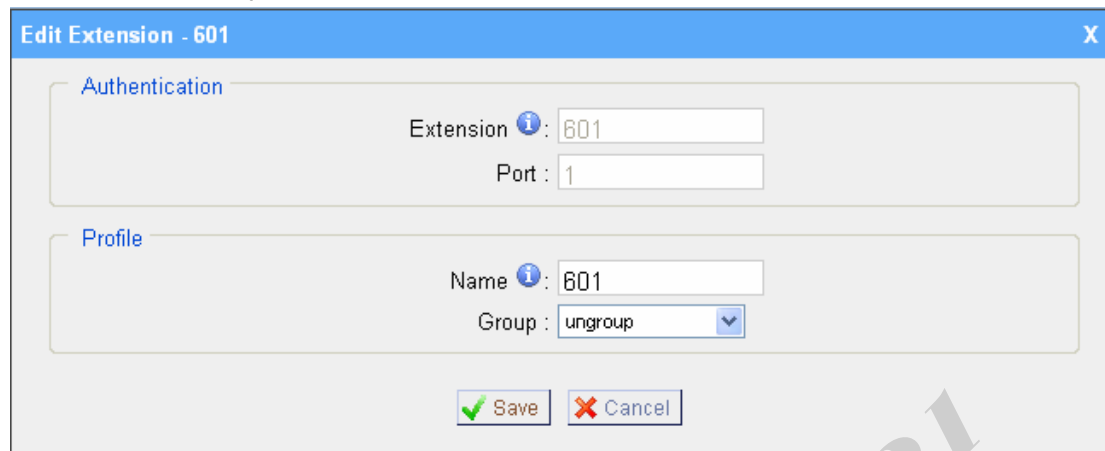


Figure 3-3

### 3.2.1.2 Virtual FAX Extension

Virtual Fax Extension is an Account allows BizFAX Client or BizFAX web Client to Login.

#### 1. Add Virtual FAX Extension

Go to Extensions → Virtual FAX Extensions → Create New Extension

##### 1) Authentication

#### •Extension

The numbered extension, i.e. 1234, that will be associated with this particular User / Phone.

#### •Password

The password for the BizFAX Client, Ex: '12t3f6'

##### 2) Profile

#### •Name

A character-based name for this user, i.e. 'Bob Jones'

#### •Group

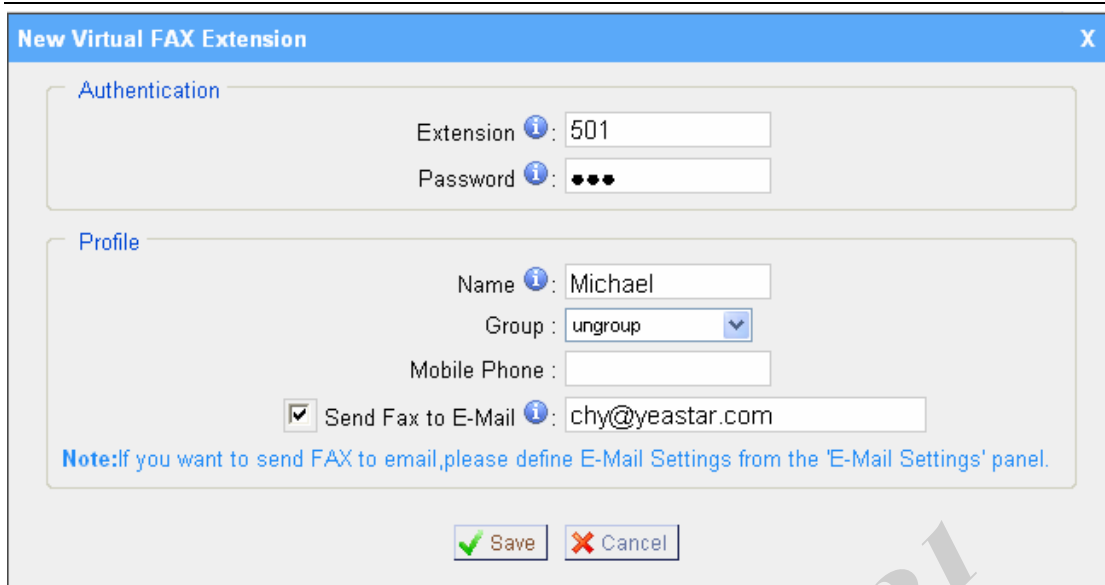
Extension's Group.

#### •Mobile Phone

User's mobile phone number.

#### •Send FAX to E-mail

This option defines whether or not FAX are sent to the Email Address as attachments. Note: You need to have an smtp server configured for this functionality.



**New Virtual FAX Extension**

**Authentication**

Extension: 501

Password: ●●●

**Profile**

Name: Michael

Group: ungroup

Mobile Phone:

☒ Send Fax to E-Mail: chy@yeastar.com

**Note:** If you want to send FAX to email, please define E-Mail Settings from the 'E-Mail Settings' panel.

Save Cancel

Figure 3-4

## 2. Edit SIP Extension

Click 'Edit' on SIP Extension administration page or click 'Modify Selected Extensions' to edit.

## 3.2.2 Trunks

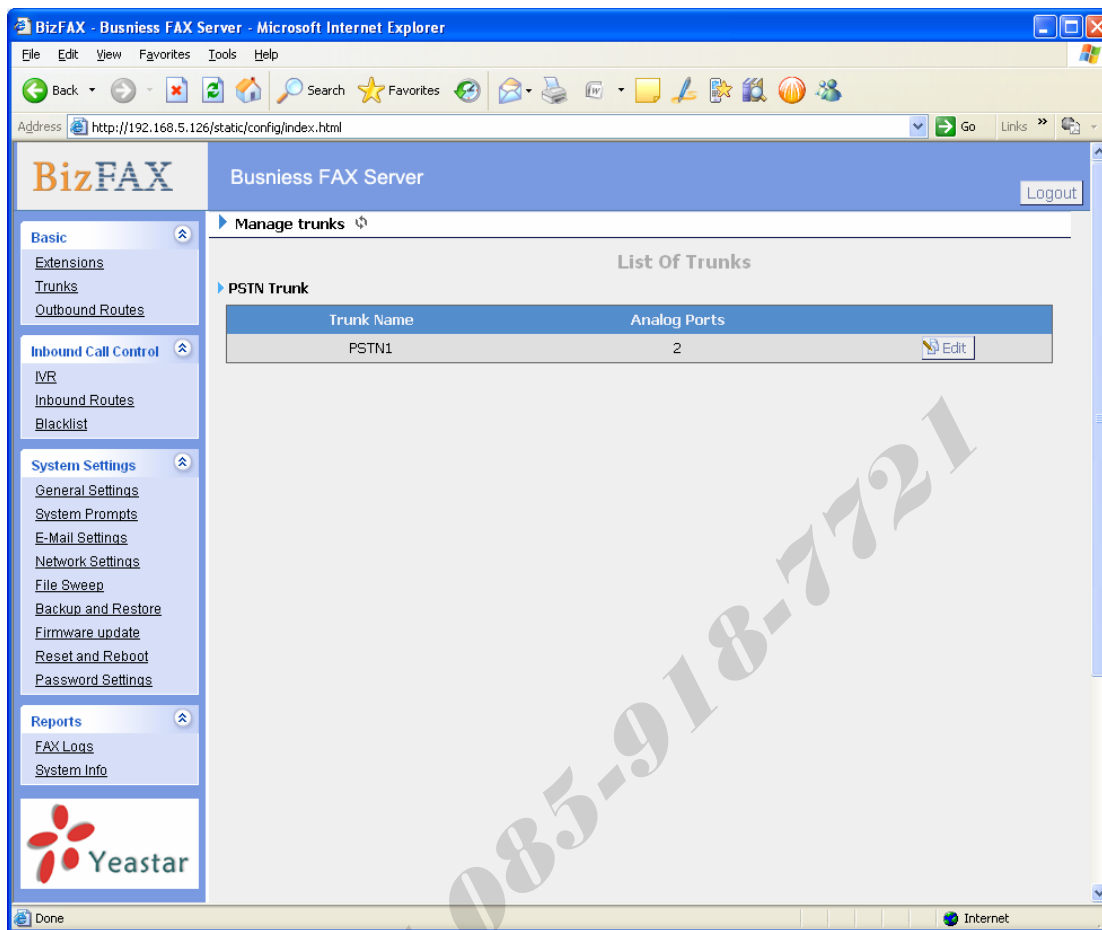


Figure 3-5

### Edit PSTN Trunk (FXO Port)

On PSTN Trunk administration page, click 'Edit' on selected trunk and modify information on prompt window:

#### 1) General

##### •Trunk Name

A unique label to help you identify this trunk when listed in outbound rules, incoming rules etc. Ex: 'Port 5'

##### •Audio Setting

Normally you should not have to adjust your analog ports beyond the initial calibration. Should you still need to fine tune your audio settings, please use the adjustments.

#### 2) Advanced Options

##### •Busy Detection

Busy Detection is used to detect far end hang up or for detecting busy signal. Enable to turn this feature on.

##### •Busy Count

If Busy Detection is enabled, it is also possible to specify how many busy tones

to wait for before hanging up. The default is 4, but better results can be achieved if set to 6 or even 8. Mind that the higher the number, the more time that will be needed to hangup a channel, but lowers the probability that you will get random hangups.

## •Busy Pattern

If Busy Detection is enabled, it is also possible to specify the cadence of your busy signal. In many countries, it is 500msec on, 500msec off. Without Busy Pattern specified, BizFAX will accept any regular sound-silence pattern that repeats <Busy Count> times as a busy signal. If you specify Busy Pattern, then BizFAX will further check the length of the sound (tone) and silence, which will further reduce the chance of a false positive.

## •Caller ID Start

This option allows one to define the start of a Caller ID signal:

Ring, to start when a ring is received (Caller ID Signaling: Bell\_USA, DTMF).

Polarity, to start when a polarity reversal is started (Caller ID Signaling: V23\_UK, V23\_JP, DTMF).

Before Ring, to start before a ring is received (Caller ID Signaling: DTMF).

## •Caller ID Signaling

This option defines the type of Caller ID signaling to use: bell (bell202 as used in the United States), v23\_UK (as used in the UK), v23\_JP (as used in Japan), or dtmf (as used in Denmark, Sweden, and Holland).

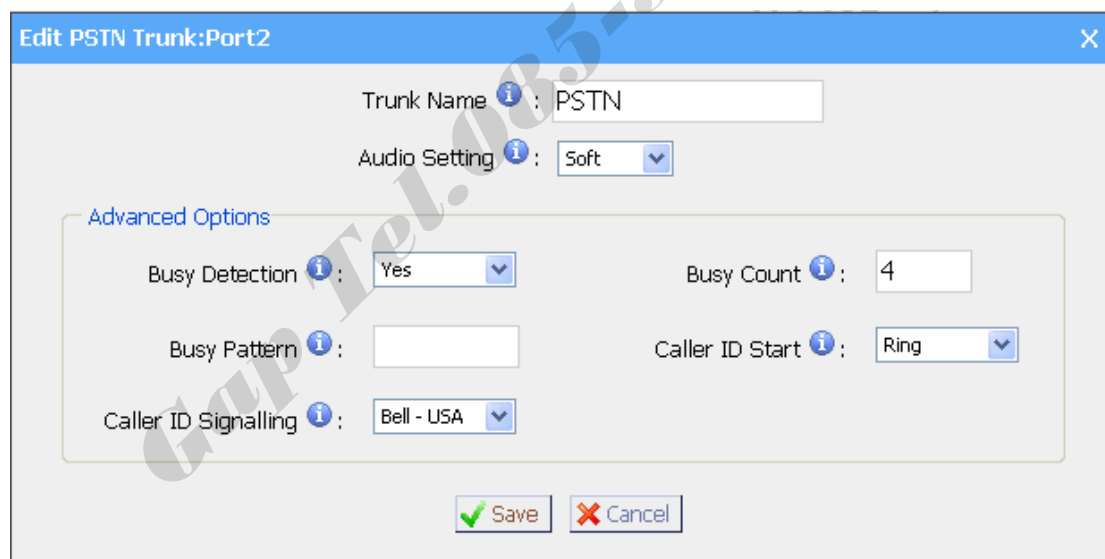


Figure 3-6

## 3.2.3 Outbound Routes

Outbound routing mainly works for guides outgoing calls to go through trunks.

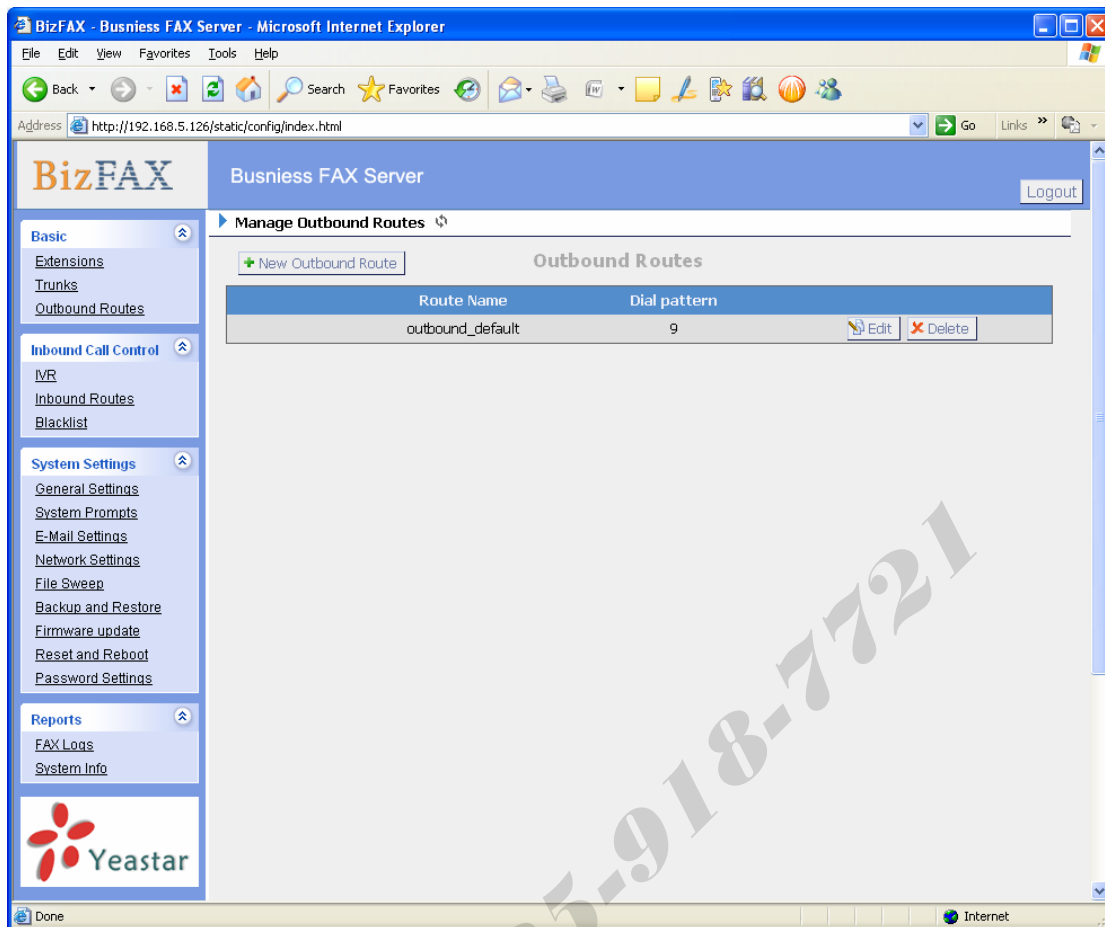


Figure 3-7

### 3.2.3.1 Create Outbound Route

Click 'New Outbound Route' and fill in the responding information on prompt window.

#### 1) General

##### •Route Name

Name of this Outbound Route. Ex: 'Local' or 'LongDistance' etc.

##### •Dial Pattern

In dial patterns, some characters have special meanings:

**X** ... Any Digit from 0-9

**Z** ... Any Digit from 1-9

**N** ... Any Digit from 2-9

**[12345-9]** ... Any Digit in the brackets (in this example, 1,2,3,4,5,6,7,8,9)

**.** ... Wildcard, Matches Anything Remaining; i.e. 9011. Matches anything starting with 9011 (excluding 9011 itself)

**!** ... Wildcard, causes the matching process to complete as soon as it can unambiguously determine that no other matches are possible.

For example, **NXXXXXX** would match normal 7 digit dialings, while

**1NXXNXXXXXX** would represent a three digit area code plus phone number,

proceeded by a one.

•**Strip**

Allows the user to specify the number of digits that will be stripped from the front of the dialing string before the call is placed via the trunk selected in 'Use Trunk'. One might, for example, want users to dial 9 before their long distance calls; however one does not dial 9 before those calls are placed onto analog lines and the PSTN, so one should strip 1 digit from the front before the call is placed.

•**Prepend digits before dialing**

Allows the user to specify digits that are prepend before the call is placed via the trunk. If a user's trunk required 10 digit dialing, but users were more comfortable performing 7 digit dialing, this field could be used to prepend a 3 digit area code to all 7 digit strings before they are placed to the trunk. User may also prepend a 'w' character for analog trunks to provide a slight delay before dialing.

•**Calls From Extensions**

Defines the Extension that calls, matching the specified pattern, will be placed through.

•**Make Outbound Calls on Trunk**

Defines the Trunk that calls, matching the specified pattern, will be placed through.

Edit Outbound Route

Route Name : 9

Dial pattern : 9

Strip 1 digits from front

Prepend these digits before dialing

Calls From Extension(s)

Available Extensions

Selected

501(Virtual)  
502(Virtual)  
503(Virtual)  
504(Virtual)  
505(Virtual)  
506(Virtual)  
507(Virtual)  
508(Virtual)

Make Outbound Calls On

Available Trunks

Selected

PSTN(Analog FXO)

Save Cancel

Figure 3-8

### 3.2.3.2 Delete Outbound Route

Click 'Delete' on selected trunk to remove the trunk.

## 3.3 Inbound Call Control

### 3.3.1 IVR

When there's an incoming call aims at Auto Attendant, BizFAX will play the IVR and guide the caller to the required extensions (such as 'Welcome to XX company, for sales press 1, for technical support press 2, for operation press 0, or dial ext. number directly. System will transfer the call to corresponding extension according to DTMF).

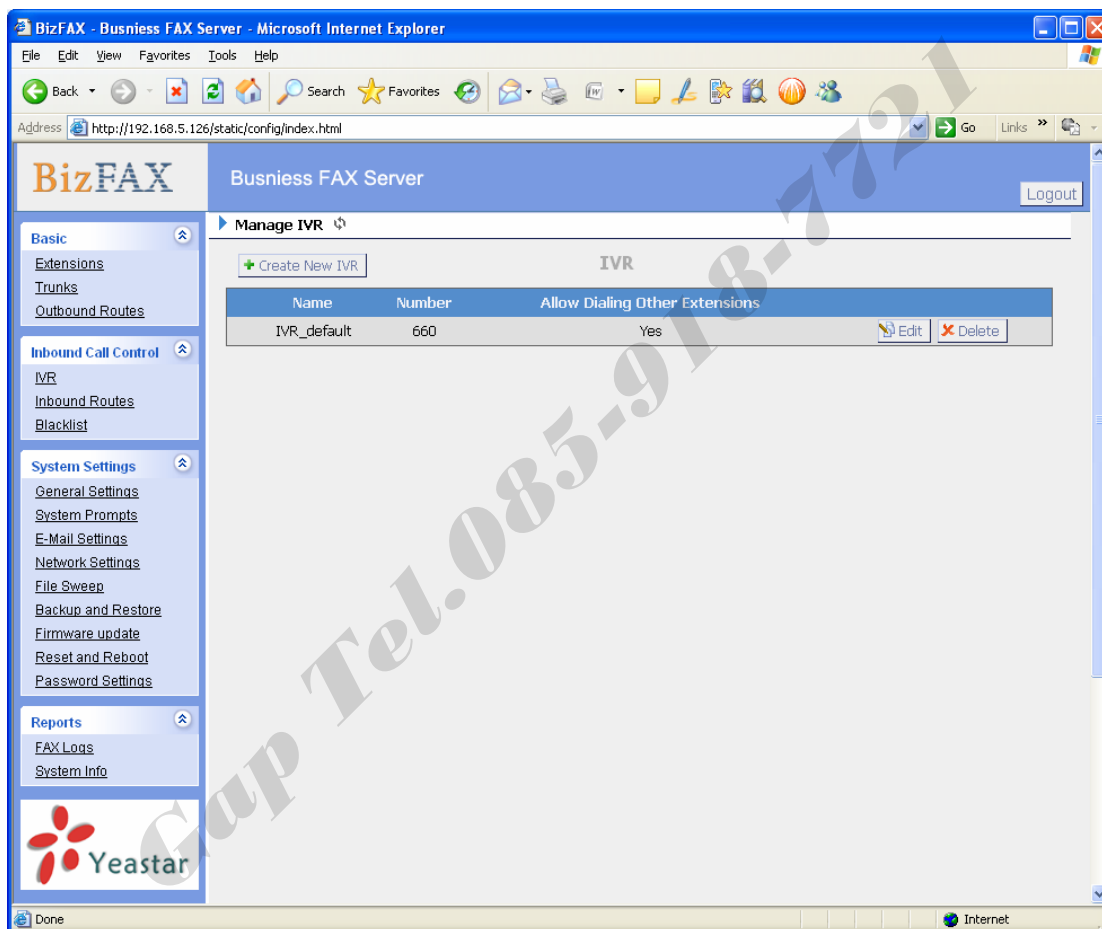


Figure 3-9

#### 3.3.1.1 Auto Attendant

Click 'Create New IVR' as shown on Figure 3-10.

1) General

##### •Number

My PBX treats IVR as an extension; you can dial this number access the IVR.

##### •Name

A name for the IVR

##### •Prompt

A Prompt file for the IVR.



**•Custom IVR Prompt**

If you want to use your prompts, please click this link, and upload the sound file.

**•Play Times**

The times of the selected IVR prompt file will be played.

**•WaitExten**

Wait for the user to enter a new extension for a specified number of seconds.

**•Allow Dialing Other Extensions**

Check this option if the user want to dial extensions directly.

**2) Key Press Events**

Allow key press events will cause the system to listen for DTMF input from the caller and define the actions that occur when a user presses the corresponding digit.

**•Time Out**

Defines the timeout action. Timeout occurs when no DTMF entry is detected for 3 times after the IVR has finished playing its prompts.

**•Invalid**

Defines the invalid action. The invalid action is triggered if the user enters a DTMF that is not otherwise defined for the IVR.

**•Detect FAX Tone**

The detect fax tone action is triggered if it receive the fax tone and user not input the extension number.

New IVR

Number : 660

Name : welcome

Prompt : default [Custom IVR Prompts](#)

Play times : 3

WaitExten : 3

☐ Allow Dialing Other Extensions

KeyPress Events

Key	Action	Destination
0	Connect to Extension	User Extension -- 501
1	Connect to Extension	User Extension -- 502
2	No Action	
3	No Action	
4	No Action	
5	No Action	
6	No Action	
7	No Action	
8	No Action	
9	No Action	
#	No Action	
*	No Action	
TimeOut	Connect to Extension	User Extension -- 501
Invalid	Connect to Extension	User Extension -- 501
Detect fax tone	501	

Save

Cancel

Figure 3-10

### 3.3.1.2 Delete IVR

Select the item you'd like to remove and click 'Delete' key.

### 3.3.2 Inbound Routes

Inbound routing mainly works for guides incoming calls to reach destination extension within the working hours.

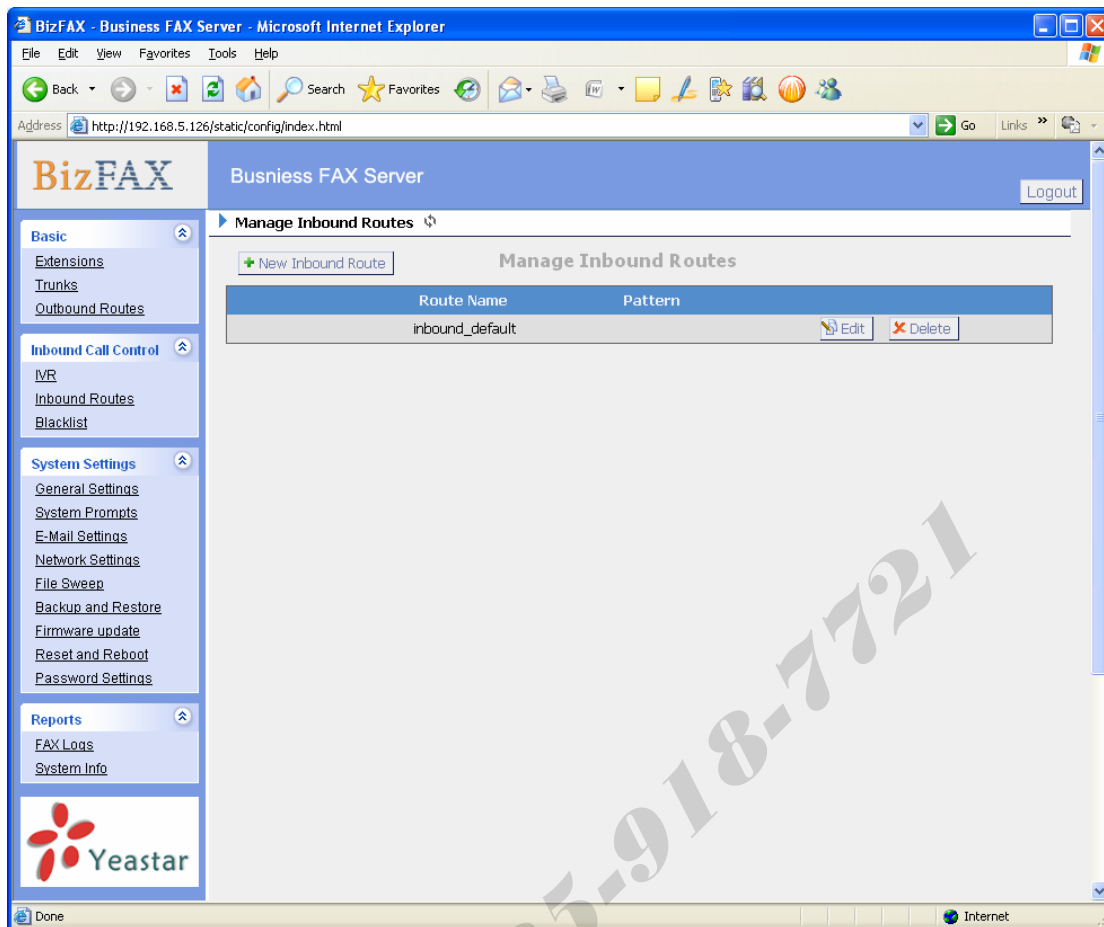


Figure 3-11

### 3.3.2.1 Create Inbound Route

Click 'New Inbound Route' to enter to the page.

#### 1) General

##### •Route Name

Name of this Inbound Route. Ex: 'pstncallin' etc.

##### •Pattern

Define the Caller ID Number to be matched on incoming calls. Leave this field blank to match any or no CID info.

In patterns, some characters have special meanings:

**X** ... Any Digit from 0-9

**Z** ... Any Digit from 1-9

**N** ... Any Digit from 2-9

**[12345-9]** ... Any Digit in the brackets (in this example, 1,2,3,4,5,6,7,8,9)

**.** ... Wildcard, Matches Anything Remaining; i.e. 9011. Matches anything starting with 9011 (excluding 9011 itself)

**!** ... Wildcard, causes the matching process to complete as soon as it can unambiguously determine that no other matches are possible.

For example, **NXXXXXX** would match normal 7 digit dialings, while

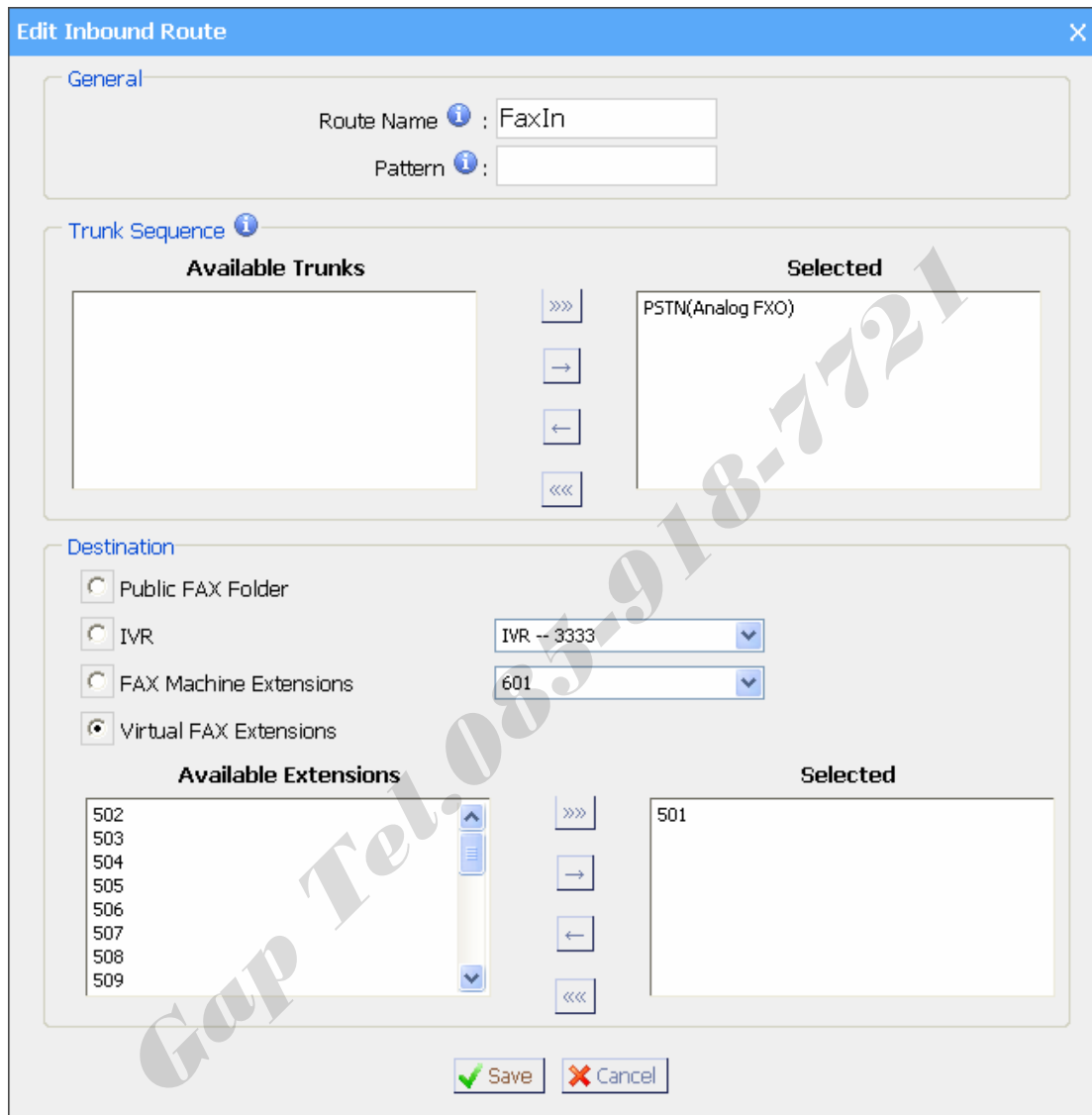
**1NXXNXXXXXX** would represent a three digit area code plus phone number, proceeded by a one.

## 2) Trunk Sequence

This selection shows all Trunks. Checking Trunk here makes them a member of the Inbound Route.

## 3) Destination

You can choose the options for receive the incoming fax.



The screenshot shows the 'Edit Inbound Route' window with the following configuration:

- General:**
  - Route Name: FaxIn
  - Pattern: (empty)
- Trunk Sequence:**
  - Available Trunks: (empty)
  - Selected: PSTN(Analog FXO)
- Destination:**
  - Public FAX Folder: ☐
  - IVR: ☐ IVR -- 3333
  - FAX Machine Extensions: ☐ 601
  - Virtual FAX Extensions: ☒
  - Available Extensions: 502, 503, 504, 505, 506, 507, 508, 509
  - Selected: 501

Buttons at the bottom: Save, Cancel.

Figure 3-12

### 3.3.2.2 Delete Routes

Select the item you'd like to remove and click 'Delete' key.

### 3.3.3 Blacklist

Blacklist is an easy to use function which used to block an incoming call; it will refuse any incoming call which you don't want to answer.

If the incoming call number in the blacklist, system will prompt "The number you have dialed is not in service. Please check the number and try again", and then system hang up the call.

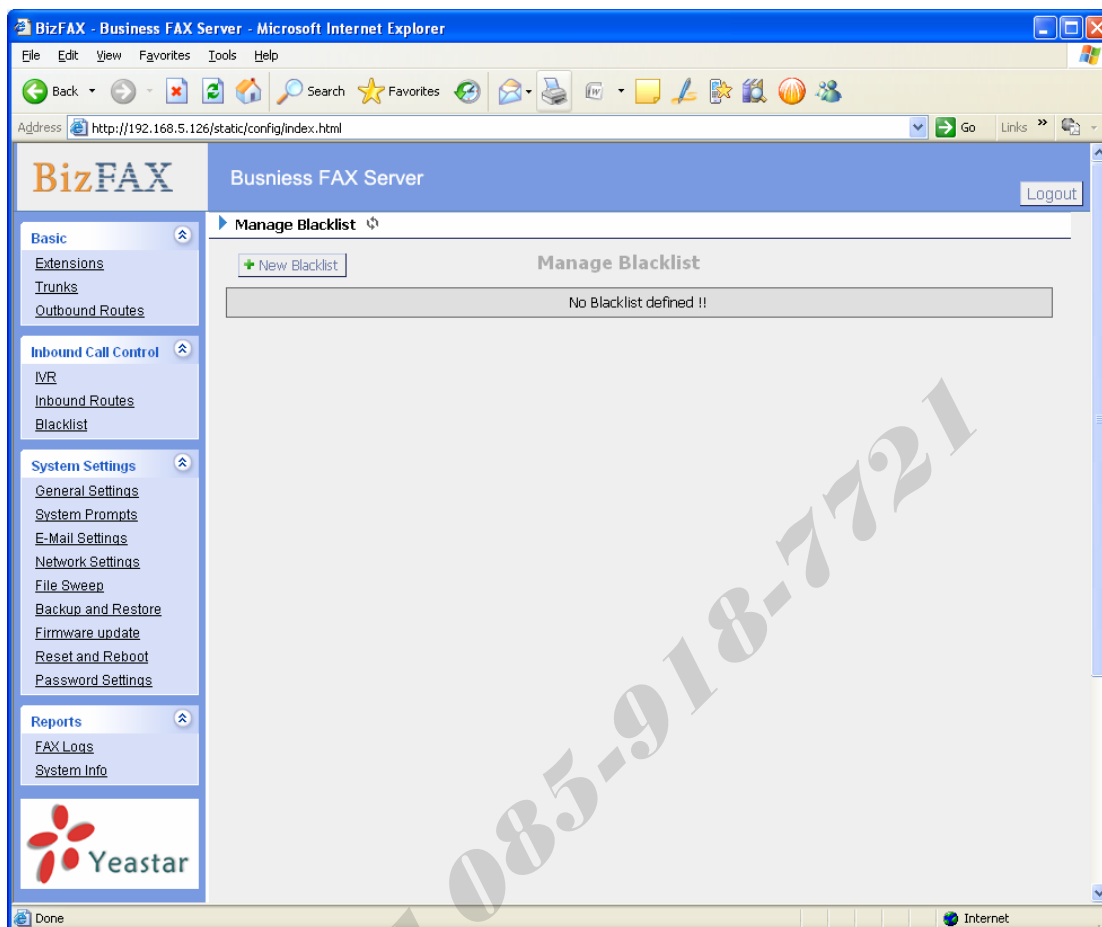


Figure 3-13

### 3.3.3.1 Create Blacklist

Click 'New Blacklist' to enter to the page.

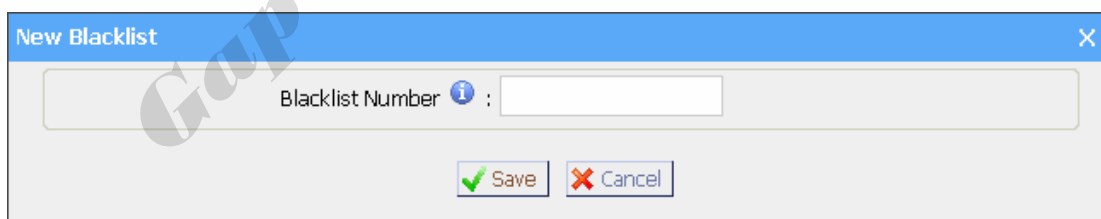


Figure 3-14

#### •Blacklist number

Enter the number you want to block.

## 3.4 System Settings

### 3.4.1 General Settings

#### 1) FAX Settings

- **The fax left page header:** this value will be showed on the fax left page header when sending out.
- **The fax right page header:** this value will be showed on the fax right page header when sending out.
- **The retry times for failed faxes:** When system failed to send fax, it will try X times as configured.
- **The retry times if called is busy:** The callee is busy when system send fax, it will try X times as configured.

#### 2) Prompt callee send FAX signal

##### • **Prompt callee send FAX signal**

Sometimes customers use the Two-in-One machine that sends fax and receives telephone call by the same equipment. When you want to send fax to those customers, please remind them to send a fax single.

##### • **Prompt**

The prompt tone asks for a fax signal from callee.

##### • **Play times**

The times of the selected prompt file will be played.

##### • **WaitExten**

Wait for the user to enter a new extension for a specified number of seconds.

#### 3) Date & Time

Set the date and time for BizFAX Appliance.

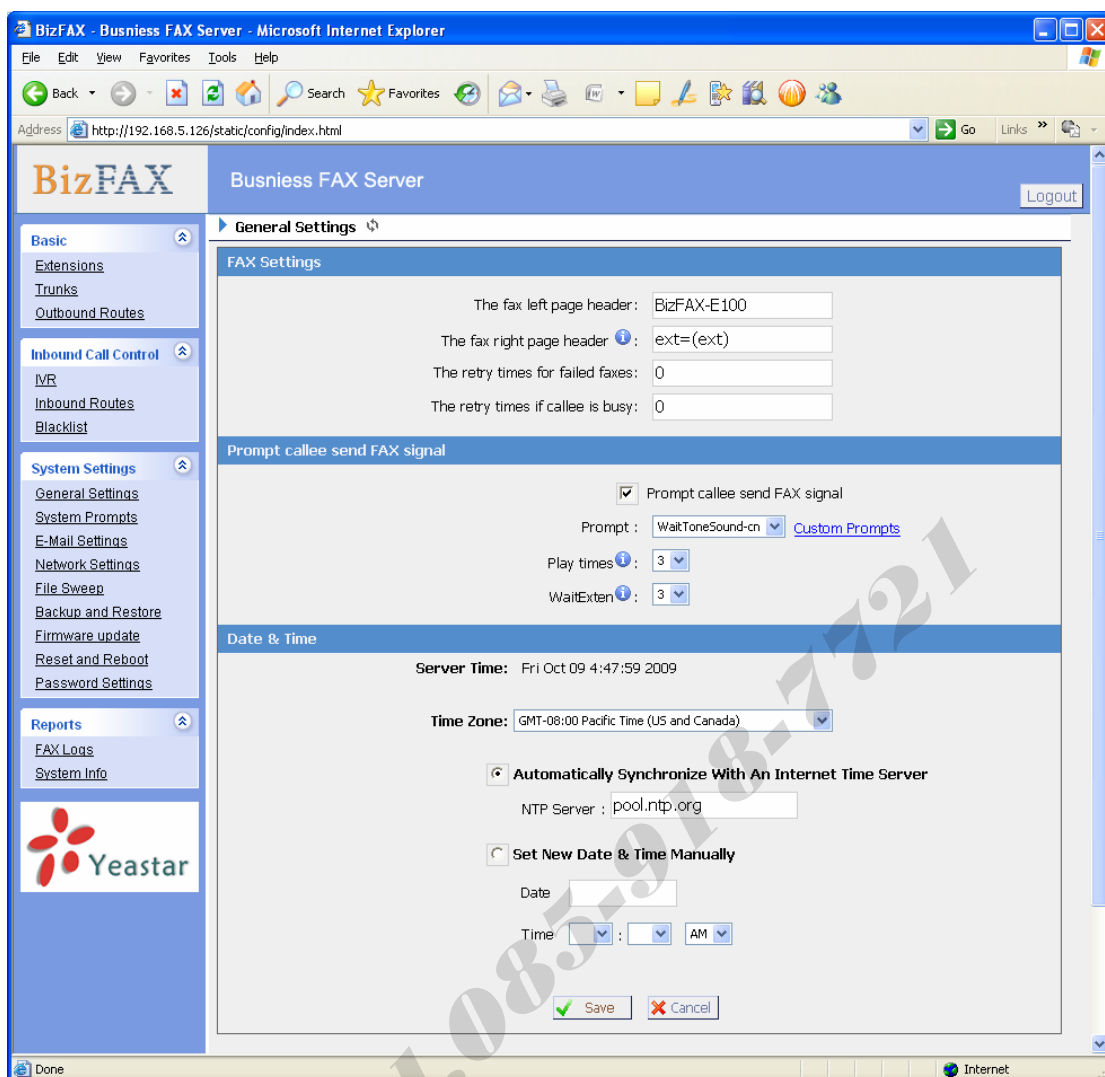


Figure 3-15

## 3.4.2 System Prompts

Admin can upload prompt as follow:

- 1) Click 'Upload a system Prompt'.
- 2) Click 'Browse' to choose the file to upload.
- 3) Click 'Upload' to upload the selected Prompt.

**Note:** The sound file format: GSM 6.10, 8.000kHz, Mono, 1kb/sec

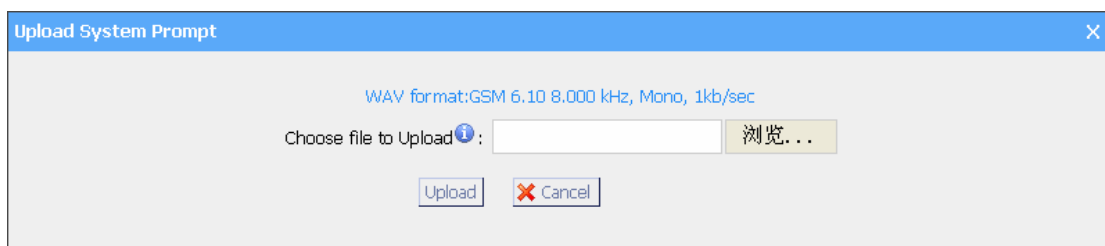


Figure 3-16

## 3.4.3 E-Mail Settings

**•E-mail Address**

The E-mail Address that BizFAX will use to send voicemail to users' email.

**•Password**

The E-mail password.

**•SMTP Server**

The IP address or hostname of an SMTP server that the BizFAX may connect to, in order to send e-mail notifications of your voicemails;  
i.e. mail.yourcompany.com

**•Port**

The SMTP Port

**•Use SSL/TLS to send secure message to server**

This functions, must be selected for gmail and exchange server.

### 3.4.4 Network Setting

**•DHCP**

If this option is set, BizFAX will use DHCP to get an available IP address from your local network.

**•Hostname**

Set the host name for BizFAX Appliance.

**•IP Address**

Set the IP Address for BizFAX Appliance.

**•Subnet Mask**

Set the Subnet Mask for BizFAX Appliance.

**•Gateway**

Set the Gateway for BizFAX Appliance.

**•Primary DNS**

Set the primary DNS for BizFAX Appliance.

**•Secondary DNS**

Set the secondary DNS for BizFAX Appliance.



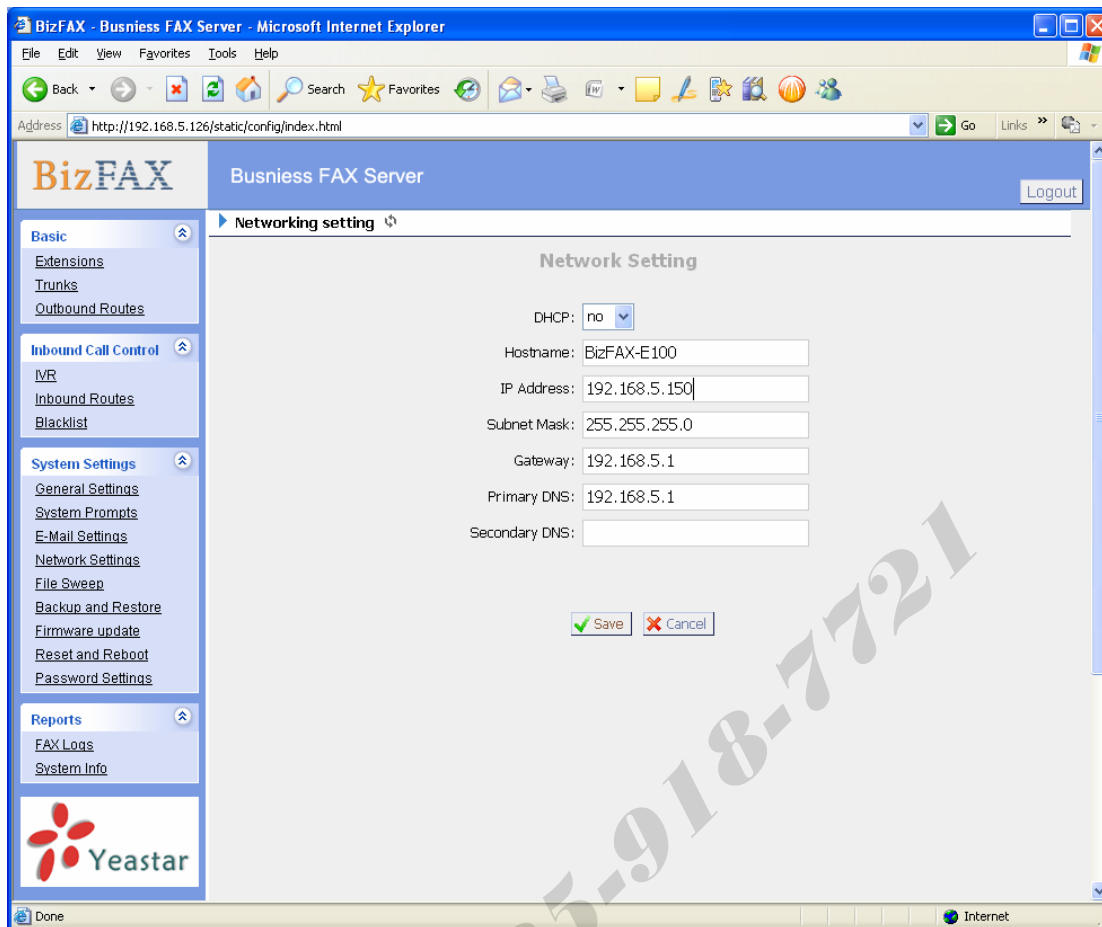


Figure 3-17

### 3.4.5 File Sweep

#### •File Sweep when available space is less than:

The default value is 30M.

#### •Delete

If the space less than the setting value, it will delete 50 faxes (50 is the default value).

### 3.4.6 Backup and Restore

Backup / Restore BizFAX's Configuration.

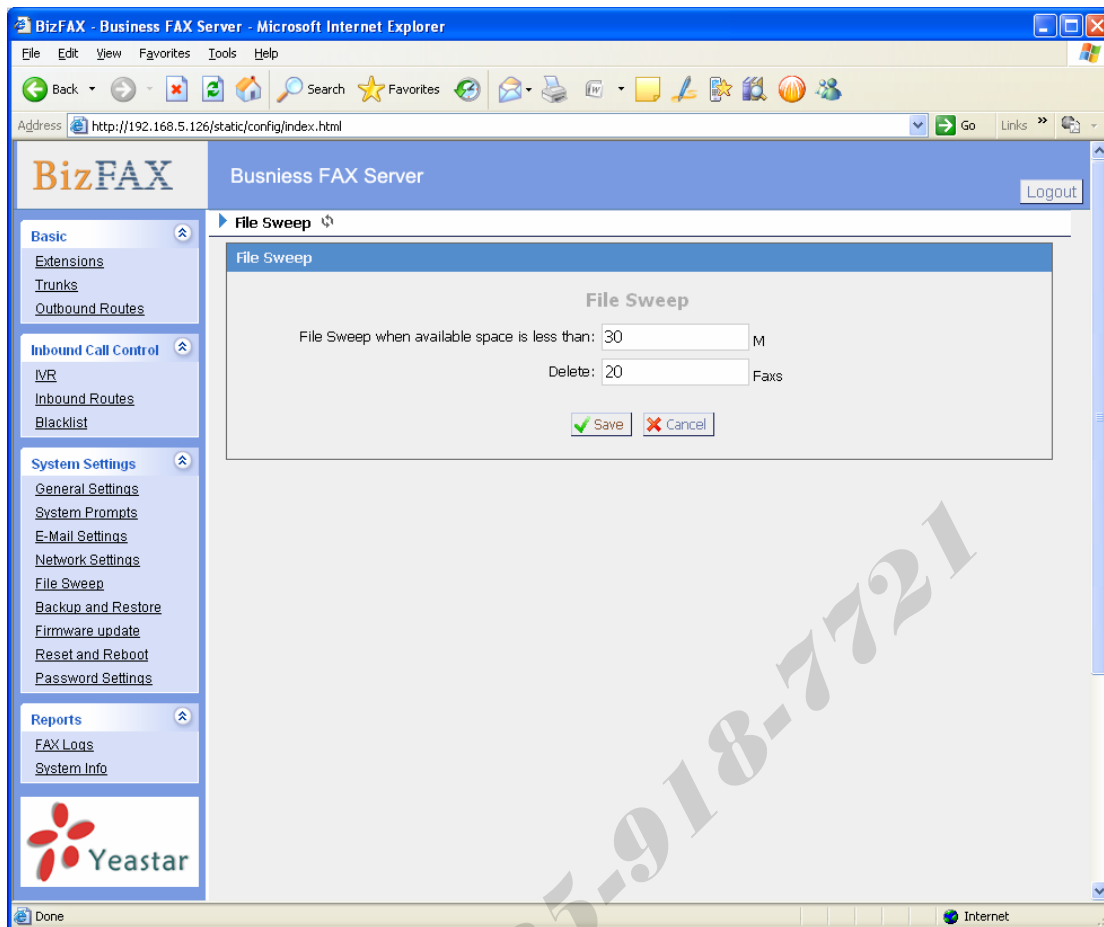


Figure 3-18

### 3.4.7 Firmware Update

With new version, we can upgrade the firmware in GUI through a TFTP Server or HTTP URL.

Enter your TFTP Server ip address and firmware name, just click 'start', you will update your firmware easily.

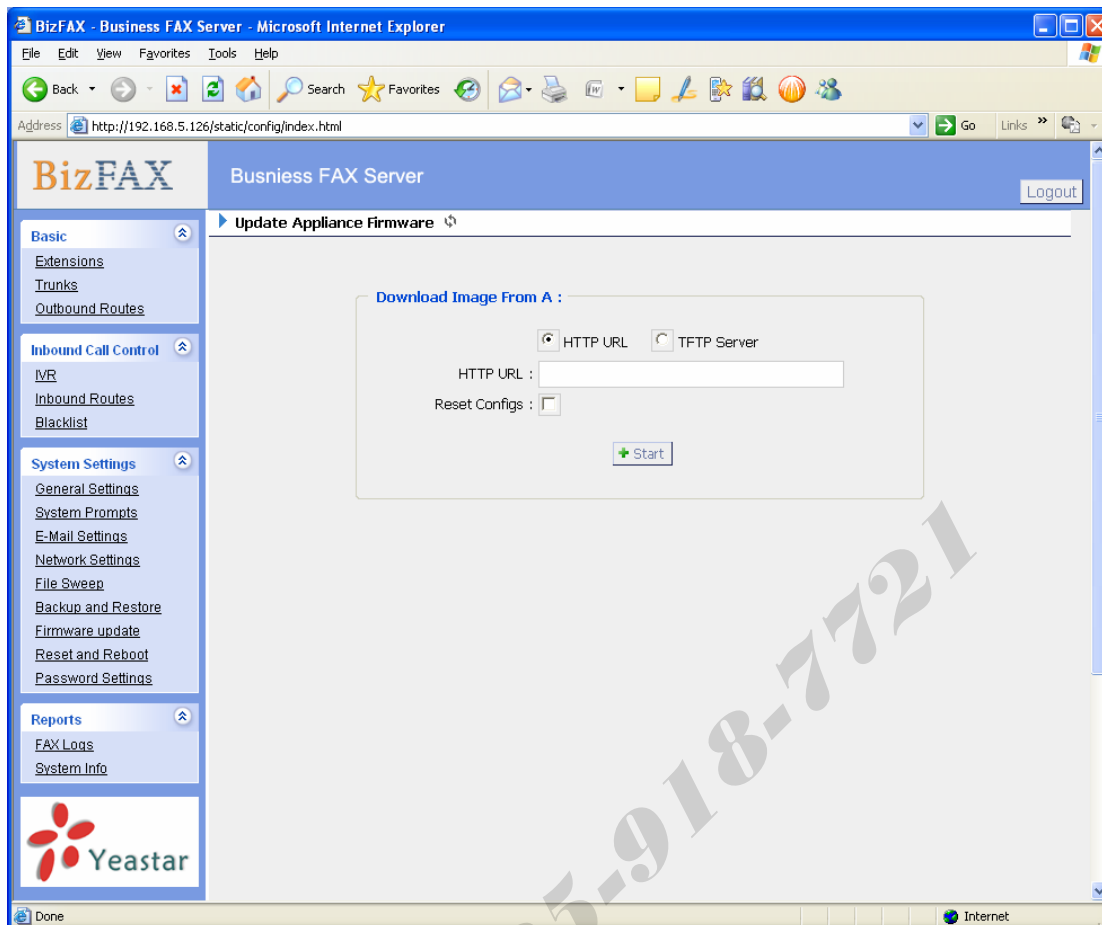


Figure 3-19

## 3.4.8 Reset and Reboot

### ·Reboot Appliance

**Warning:** Rebooting the appliance will terminate all active calls.

### ·Reset to Factory Defaults

**Warning:** By resetting your System to factory defaults, you will lose all your configurations! You can't cut off the electricity during restarting till the RUN state light blink, otherwise it will cause the failure performance.

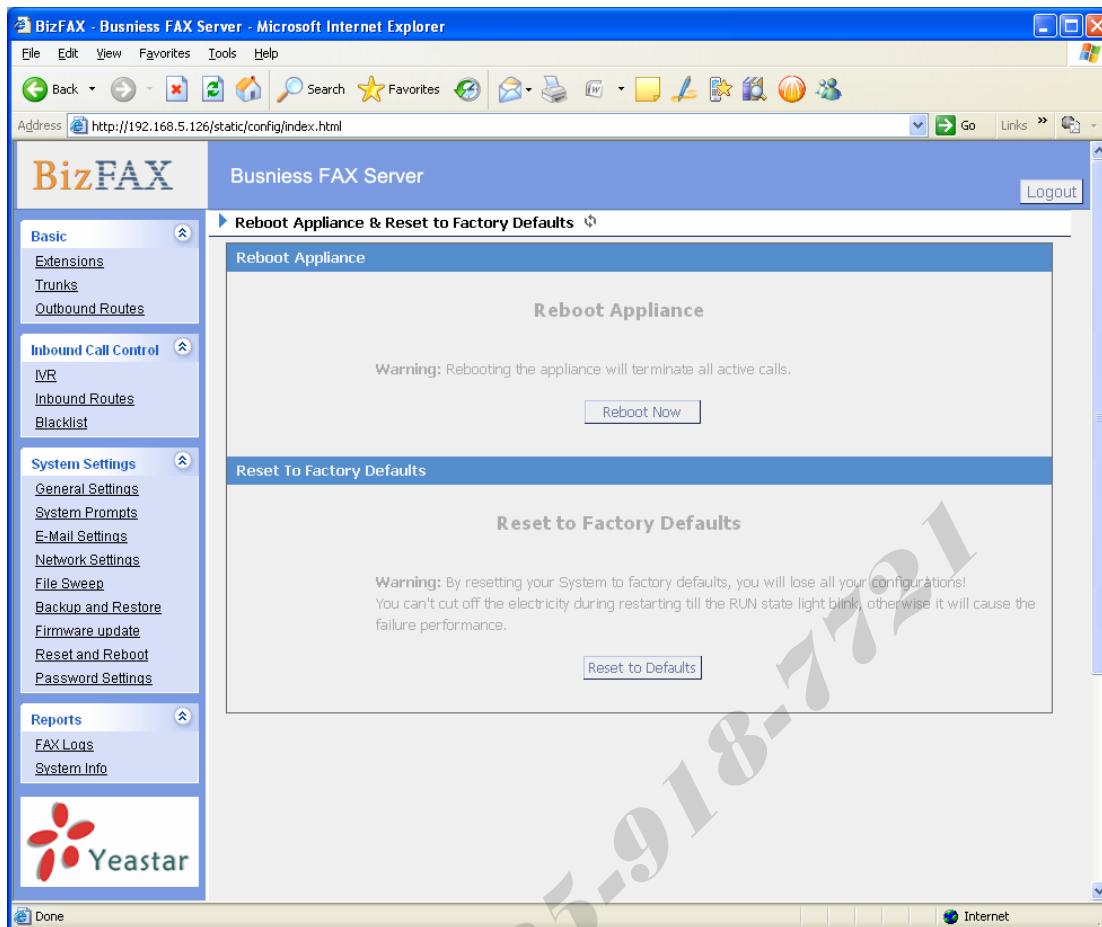


Figure 3-20

### 3.4.9 Password Settings

The default password is '**password**', we need change that first.  
Enter new password and click update, then the system will prompt you re-login using your new password.

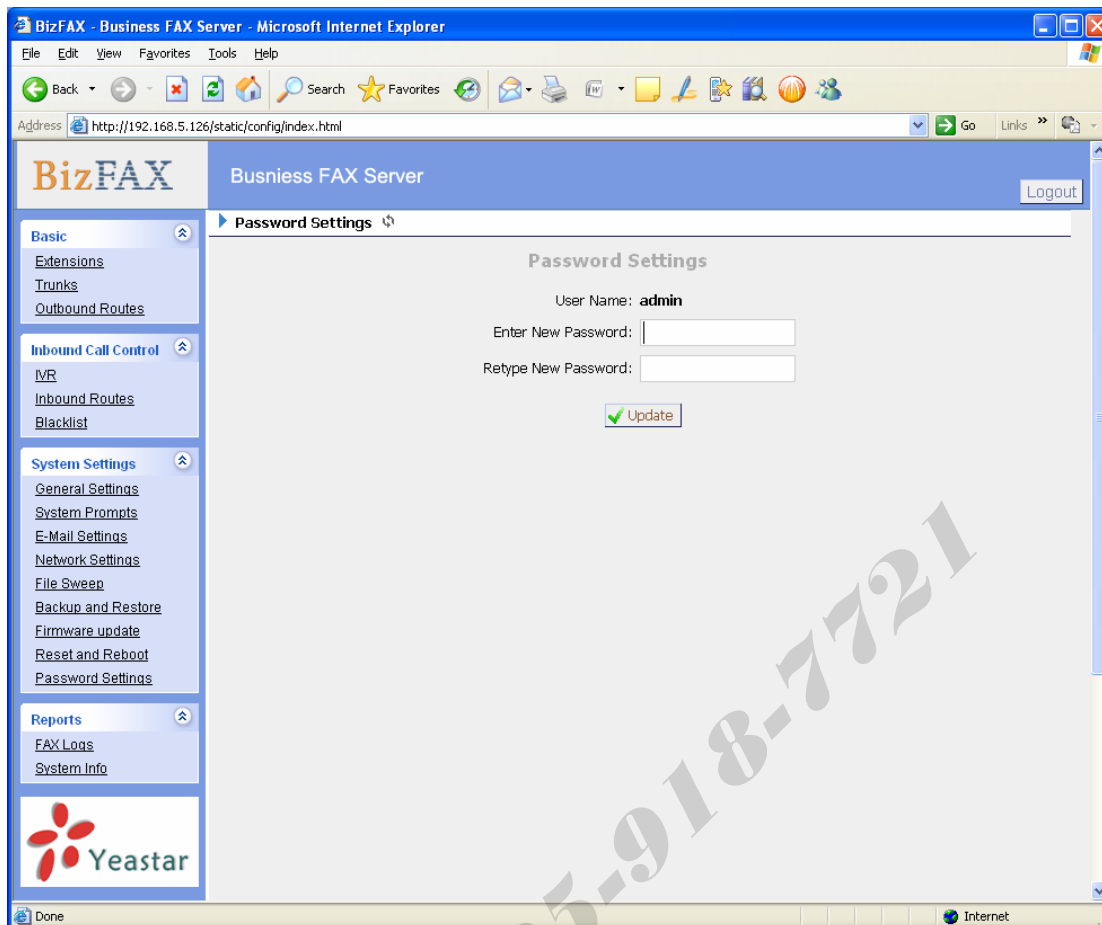


Figure 3-21

## 3.5 Reports

### 3.5.1 FAX Logs

FAX Log captures all fax details: Date, caller number, callee number, Subject, type, Status and so on. For administrator's convenience, admin can search information by time, type, subject and Status, and export them into CSV file.

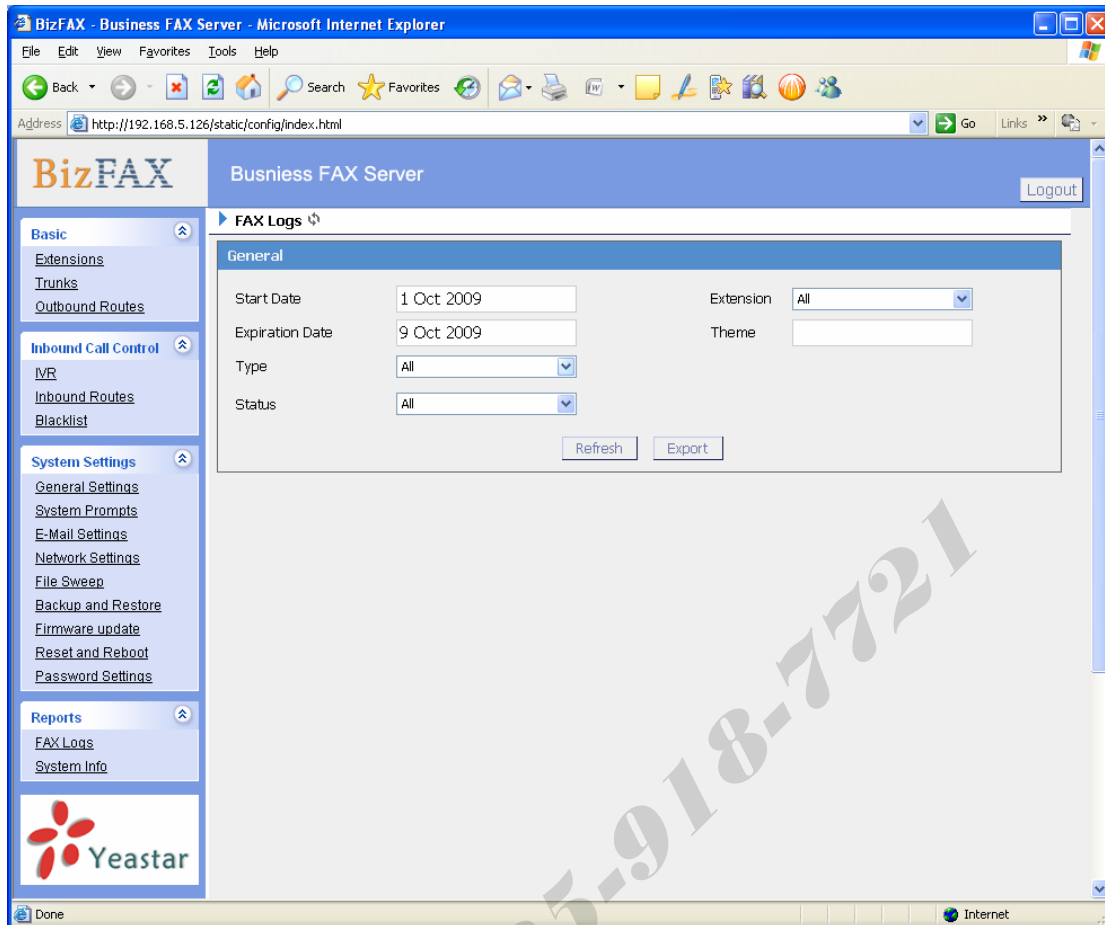


Figure 3-22

## 3.5.2 System Information

### State:

Information about Server State and FAX State.

### Version:

Information about Hardware version, Firmware version.

### Network:

Information about Hostname, MAC, IP Address, Mask, Gateway and DNS.

### Disk Usage:

Disk usage information.

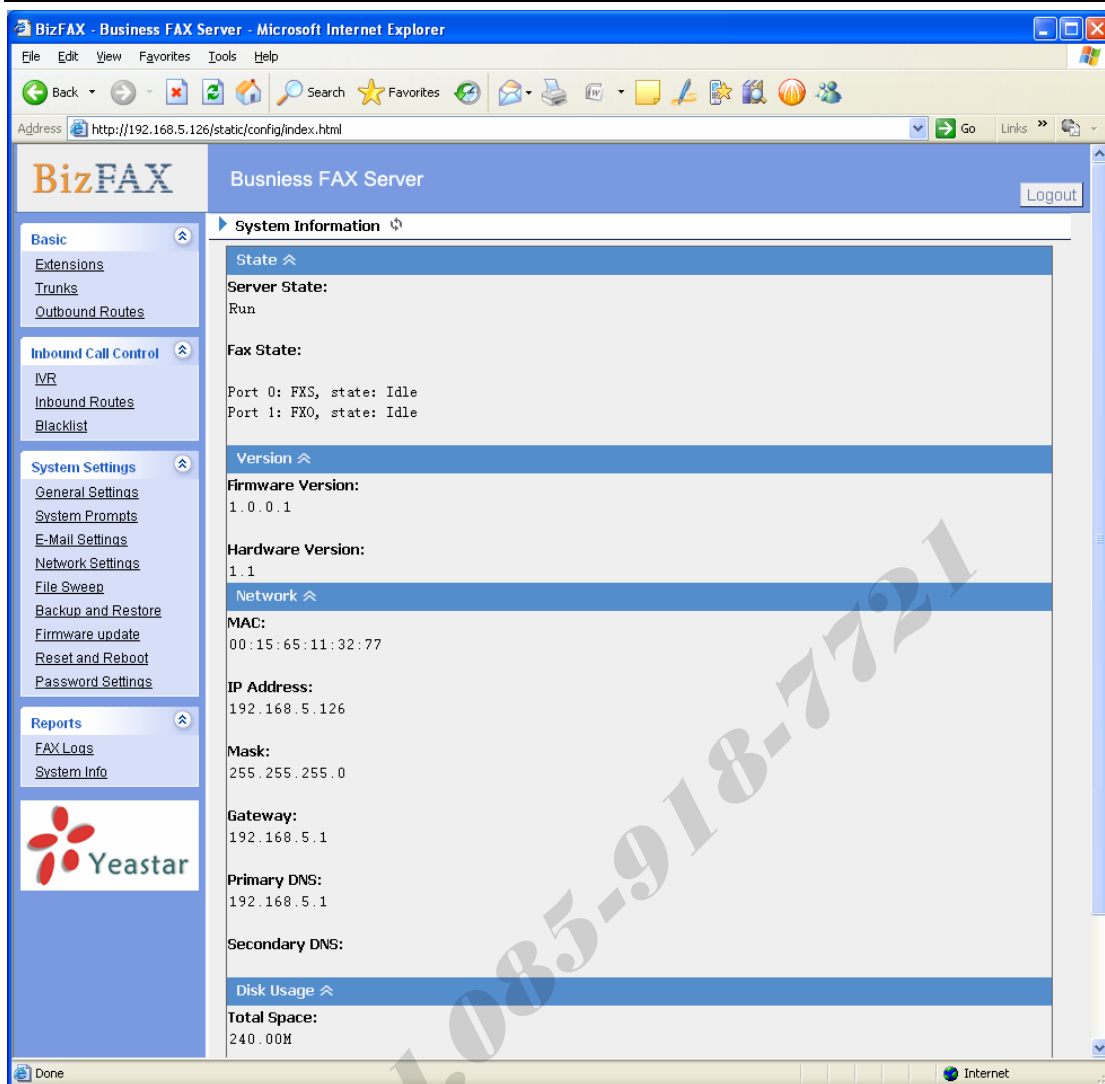


Figure 3-23

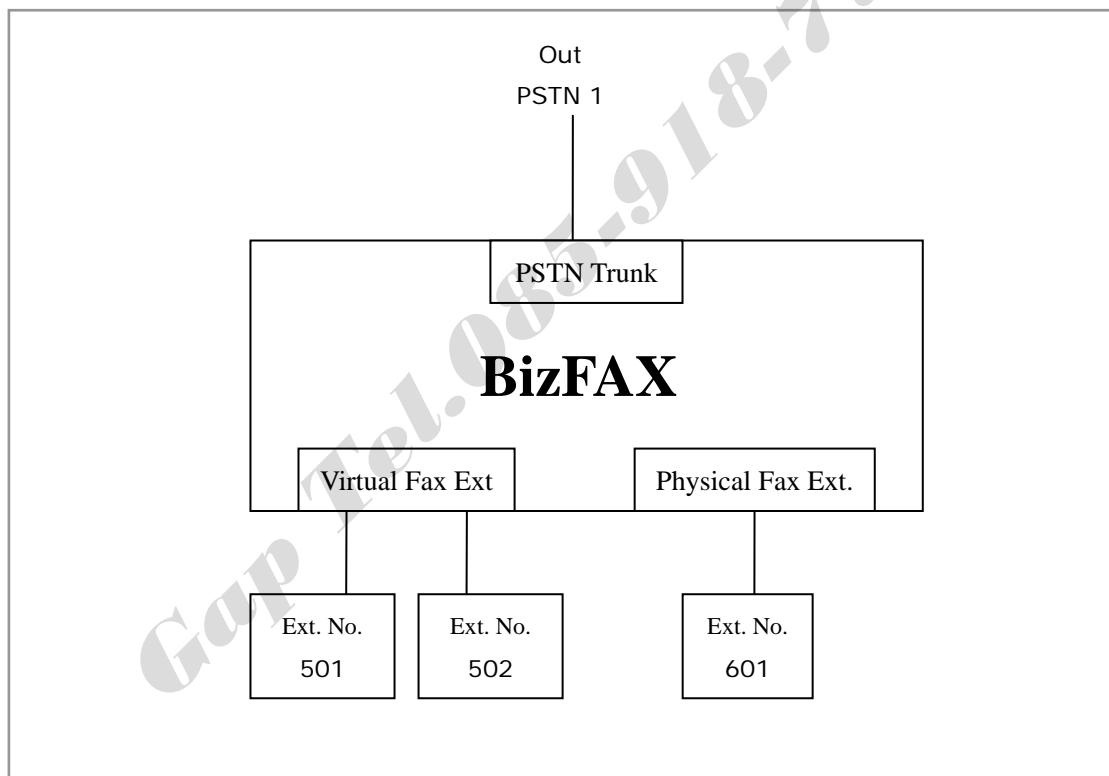
# 4

## Use BizFAX

Make two examples for the below typical applications:

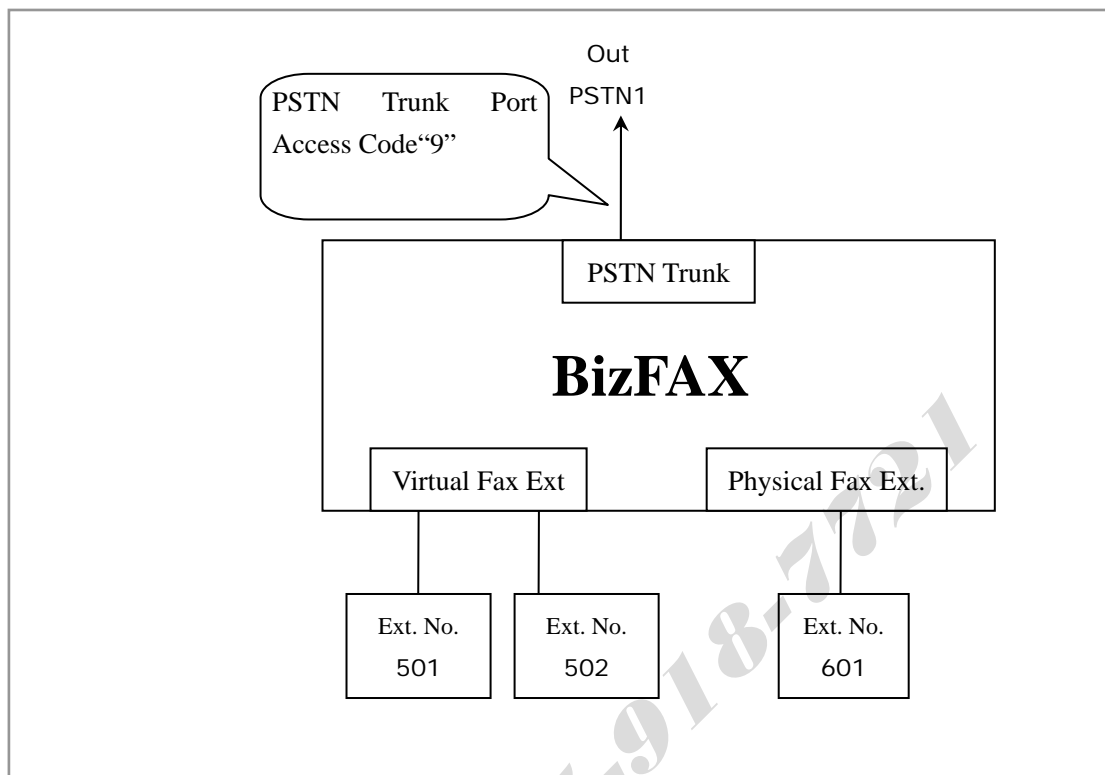
- Usage of sending fax
- Usage of receiving fax

For example, BizFAX has virtual fax Extensions 501 and 502 and physical fax Extensions 601; PSTN Trunk OutPSTN1.





## 4.1 Usage of Sending Fax



On the above demonstrated environment:

Suppose the settings of outbound routes are as below:

Route Name: 9

Apply this rule to: fax from extension(s)—All Extensions

Make outbound calls on: Trunk Sequence—All PSTN trunks

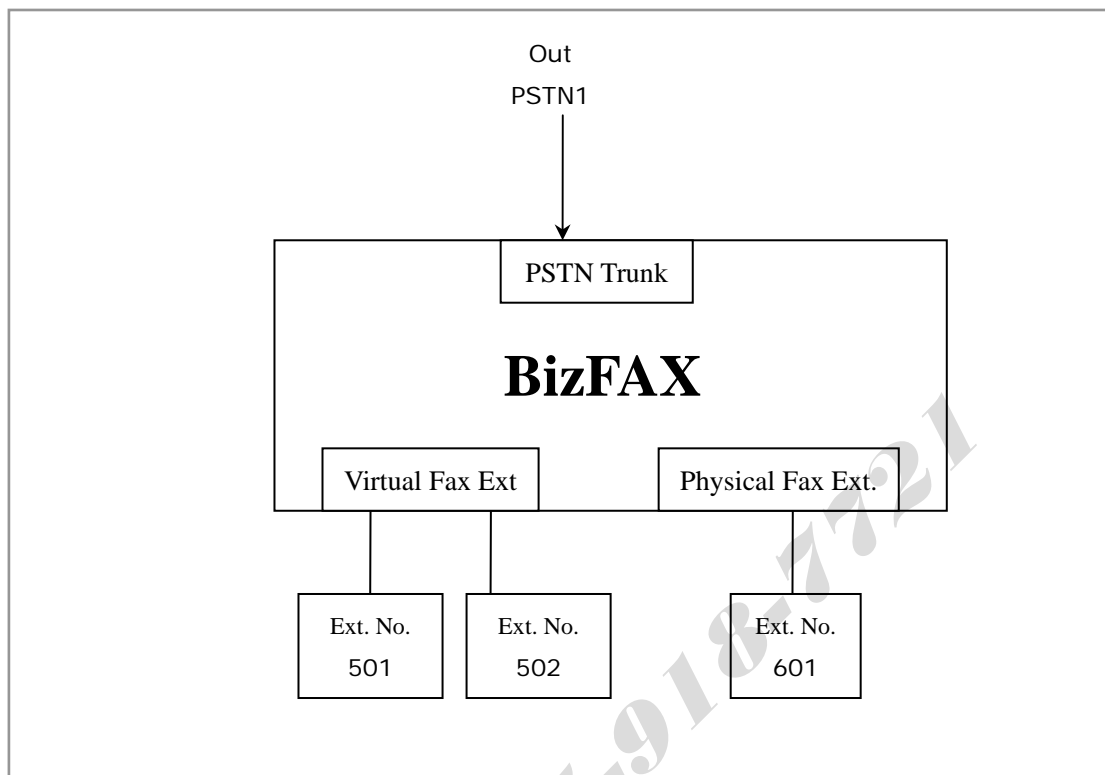
Other: Deleted Prefix Count—1

### Send fax through physical fax machine

If the extension 501 wants to send a fax to 0123-1234123, he can dial:

9+0123-1234123

## 4.2 Usage of Receiving FAX



On the above demonstrated environment:

Suppose the settings of inbound routes are as below:

Route Name: All

Source: Trunk Sequence——All Trunks

Route calls to: Destination——IVR 7777

For example: All the incoming calls will be answered by IVR 7777 and then forwarded to corresponding extension according to the transferring list.

<Finish>

# BizFAX

## E100

### Client User Manual

(English)

Yeastar Technology Co., Ltd.

# O

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Gap Tel.085-918-7721

# Introduction

# 1

BizFAX paperless fax system is an intelligent fax server that combines the traditional fax technology and network technology.

After connected the PSTN telephone line and built up the connection with the LAN or internet, by using the BizFAX Client software on their computers, users can easily to create a safe, efficient and affordable fax system for enterprise. Moreover, all of these are electronic processing on computer without a piece of paper.

Through BizFAX Client software, every user is able to get the auto-receive, auto-fax and management features. When sending a fax, users only need to submit file to BizFAX server, and then system will auto fax the files in order. Back up the faxes automatically and allow users to easily manage them. It's helpful to improve the progress of company internal approval, add personal signature, make company seal, and Mail to FAX and FAX to Mail.

The advanced integration of BizFAX with internet, email and SMS help users to send and receive faxes at any time any where.

# Operating Environment

# 2

## 2.1 Hardware Environment

CPU: Recommend to use more a CPU that power than INTELPIII500

Memory: Recommend to use more than 128MB RAM

Hard Disk: At least 1 G

## 2.2 Software Environment

Operating system: Windows XP, Windows 2000, Windows 2003, Windows Vista, Windows 2008, Windows 7.

Gap Tel.085-9187721

# Install BizFAX Client

# 3

This section shows how to install BizFAX Client software on the PC.

1. Download Client software from

<http://www.yeastar.com/download/BizFAXClientSetup.exe>

2. Double-click the 'BizFAXClientSetup.exe', Welcome to the BizFAXClient Installation screen will come up.

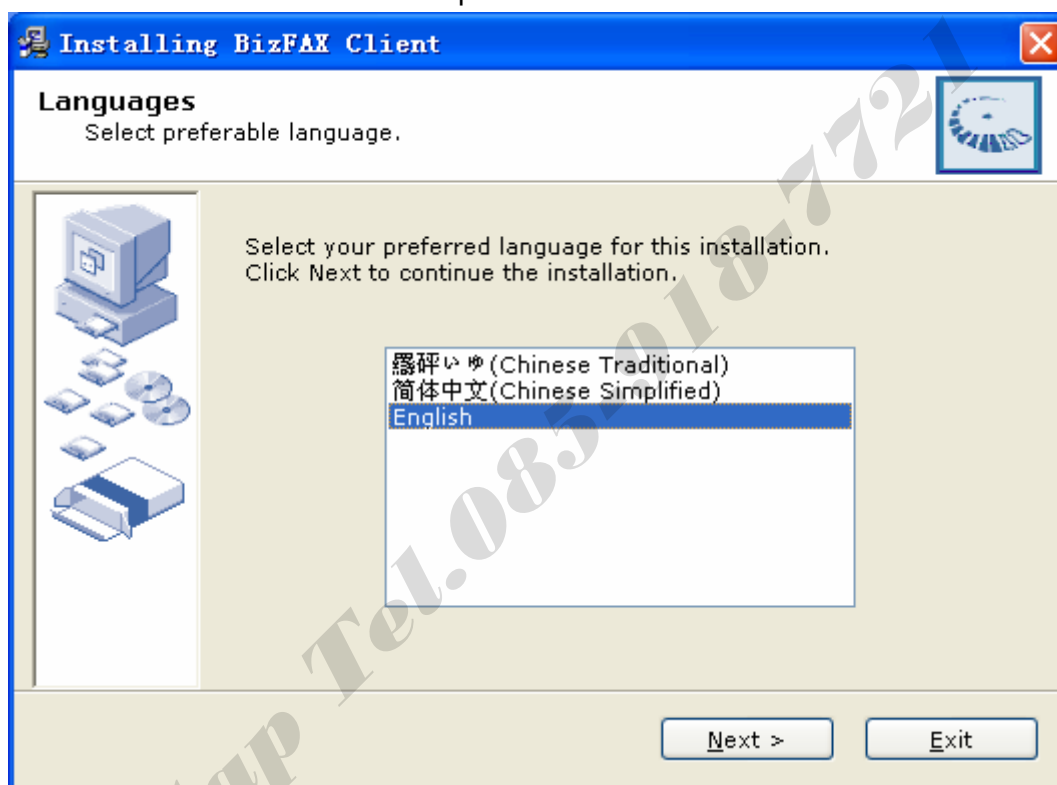


Figure 3-1

3. Click Next to continue.



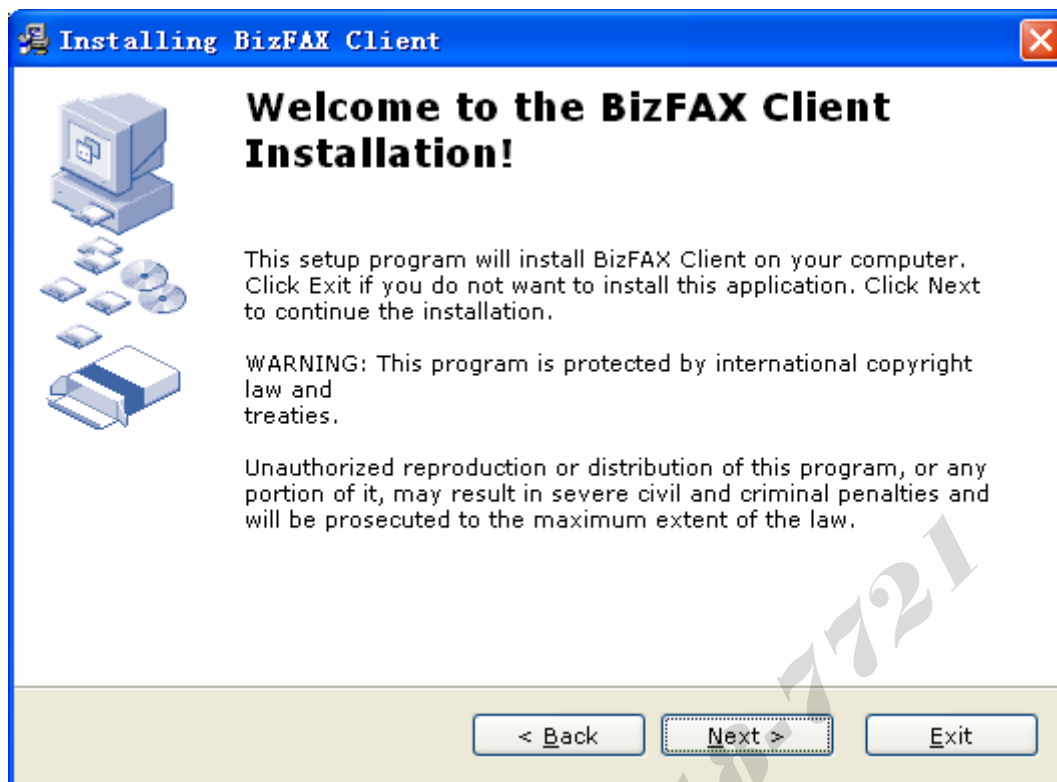


Figure 3-2

4. Read through the software License Agreement, select 'I agree with the above terms and conditions', and then click **Next** to continue. See Figure3-3.

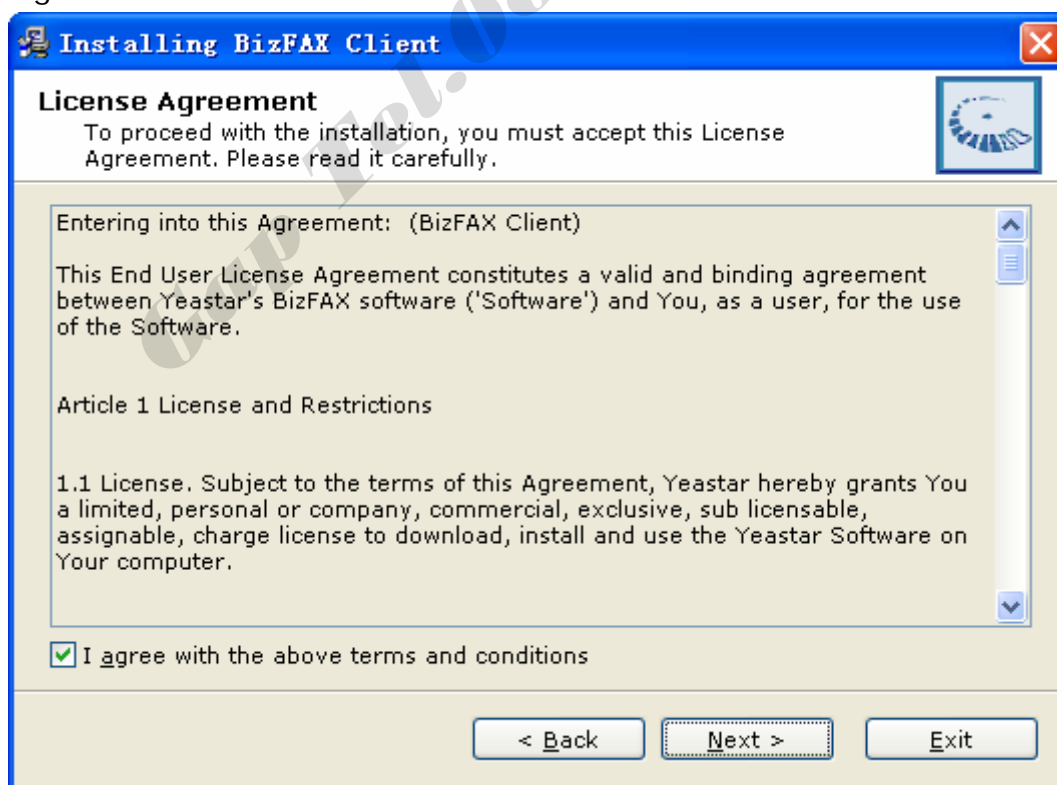


Figure 3-3

5. Click 'Next' after going over the provisions

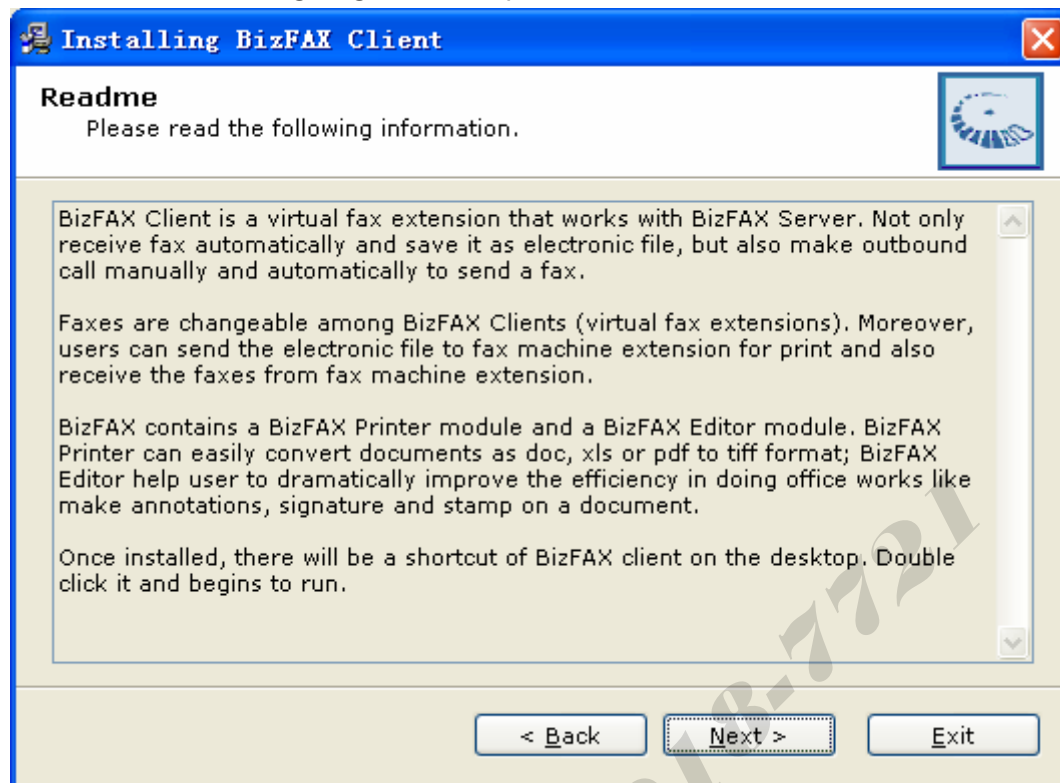


Figure 3-4

6. The Destination folder screen will offer you the option where you would like BizFAXClient to be stored on your computer. Click Next to continue.

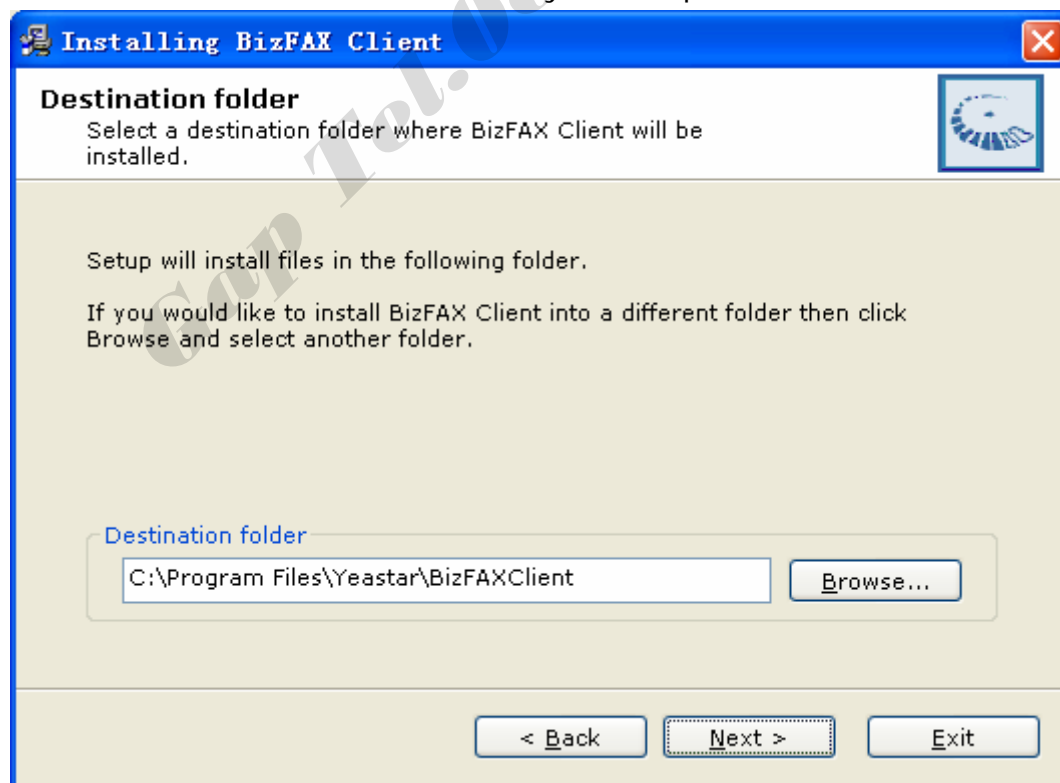


Figure 3-5

7. A screen pop-up to notify you that:
  - (1) Launch BizFAXClient after installation.
  - (2) Create desktop shortcut;
  - (3) Start BizFAXClient when I start Windows

Enable the options by your own demands, and then click Next.

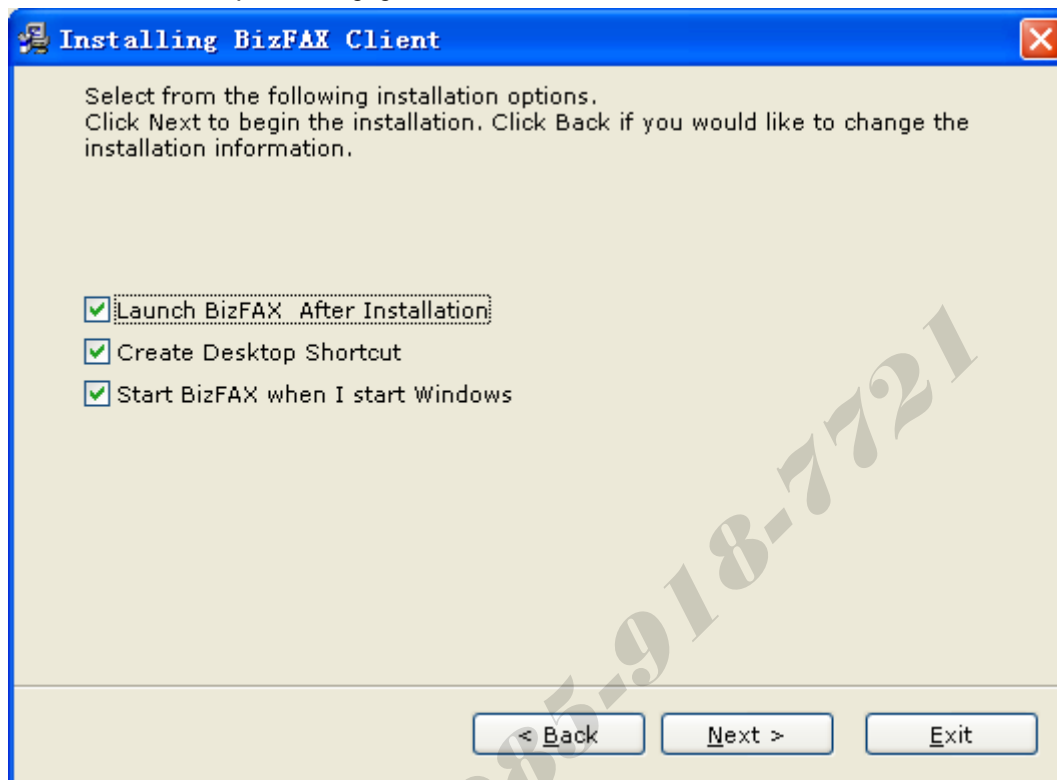


Figure 3-6

8. Enter into the Installing Files, system begin to installation step, which will last for a while.

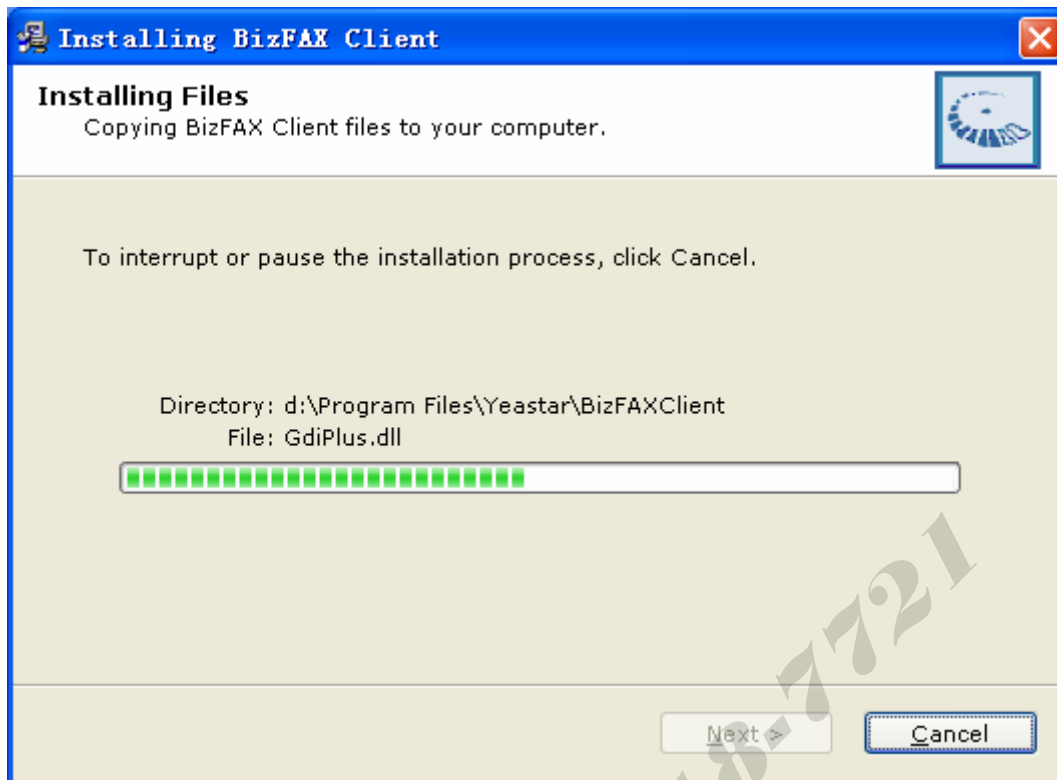


Figure 3-7

9. When the installation is complete, a screen pop-up to notify you that the software is installed successfully. Click Finish.

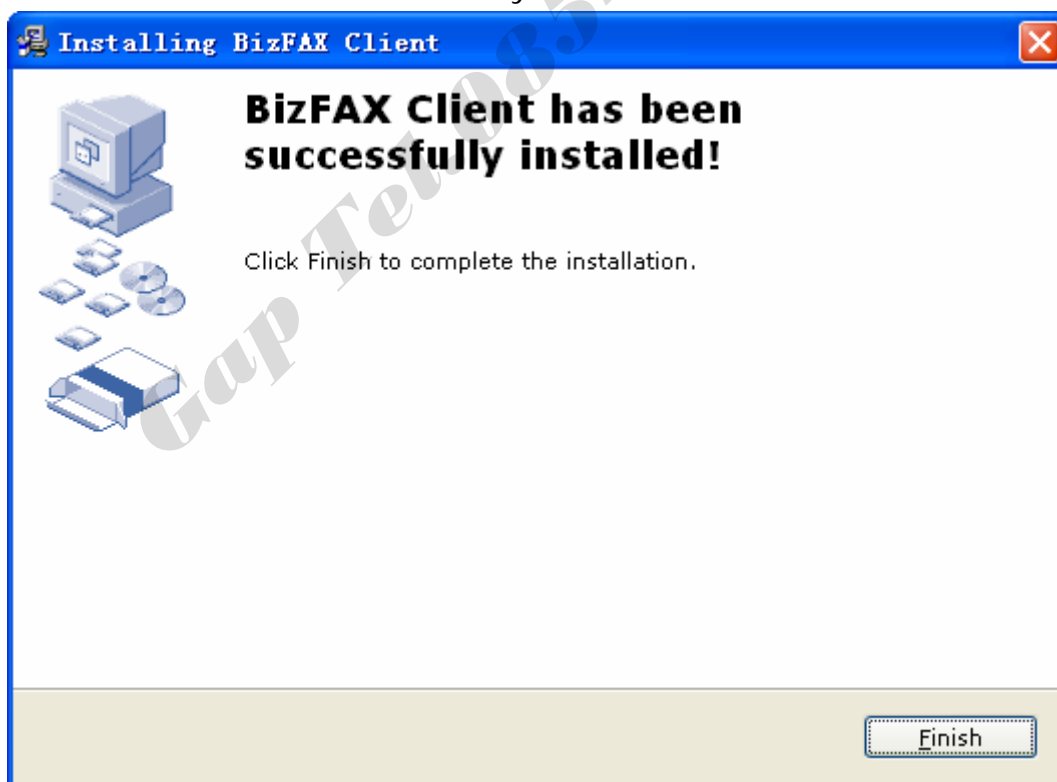


Figure 3-8

# Usage of BizFAX Client

## 4

### 4.1 Log in Client

After the installation, you can enjoy the powerful functions BizFAXClient offers.


Double-click shortcut  and launch BizFAXClient. Please enter your Ext. number and password and then click 'Sign In', see Figure 4-1.



Figure 4-1

#### Please pay attention when you login at first time:

Please click 'Tools' on menu→Options, and enter the IP address of BizFAX Server on Figure 4-2. You can get this IP from Admin.

#### About Ext. and Password

To obtain the Extension and Password from your system Admin before you log in BizFAXClient.

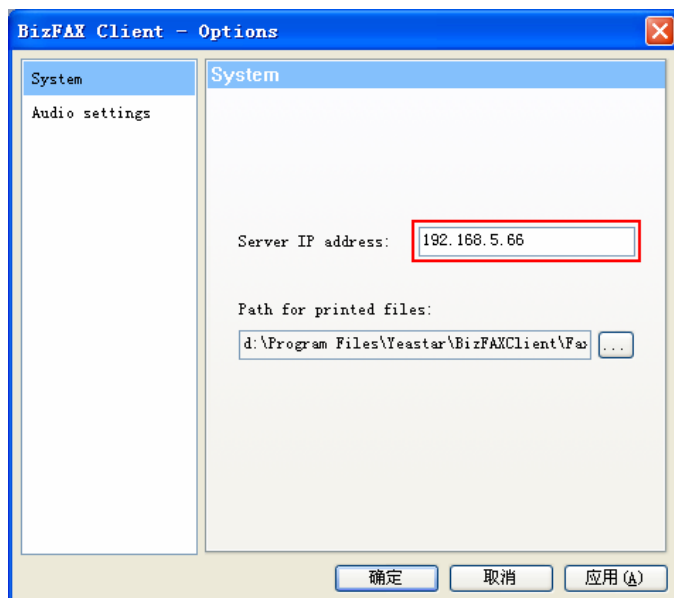


Figure 4-2

## 4.2 Send FAX

After installed the BizFAXClient software, system will create a virtual fax printer that named as 'BizFAX  in printer folder in the control panel.

### 4.2.1 Sending fax from application programs

Application programs adopt the 'Virtual Print' way to realize the fax function. All the programs are able to send fax by BizFAX Fax Printer as long as they support print function. Open any type of document that supports print, select 'Print' and see a prompt dialog box as Figure 4-3:

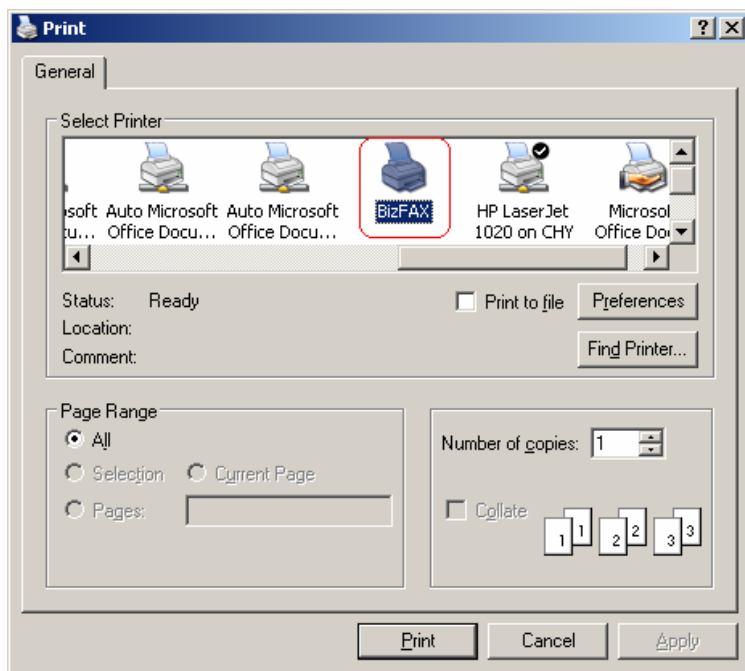


Figure 4-3

Select 'BizFAX' on printer list and click 'OK'.

System will generate a 'Create new fax' window and the file would be printed as TIFF to add into task list.

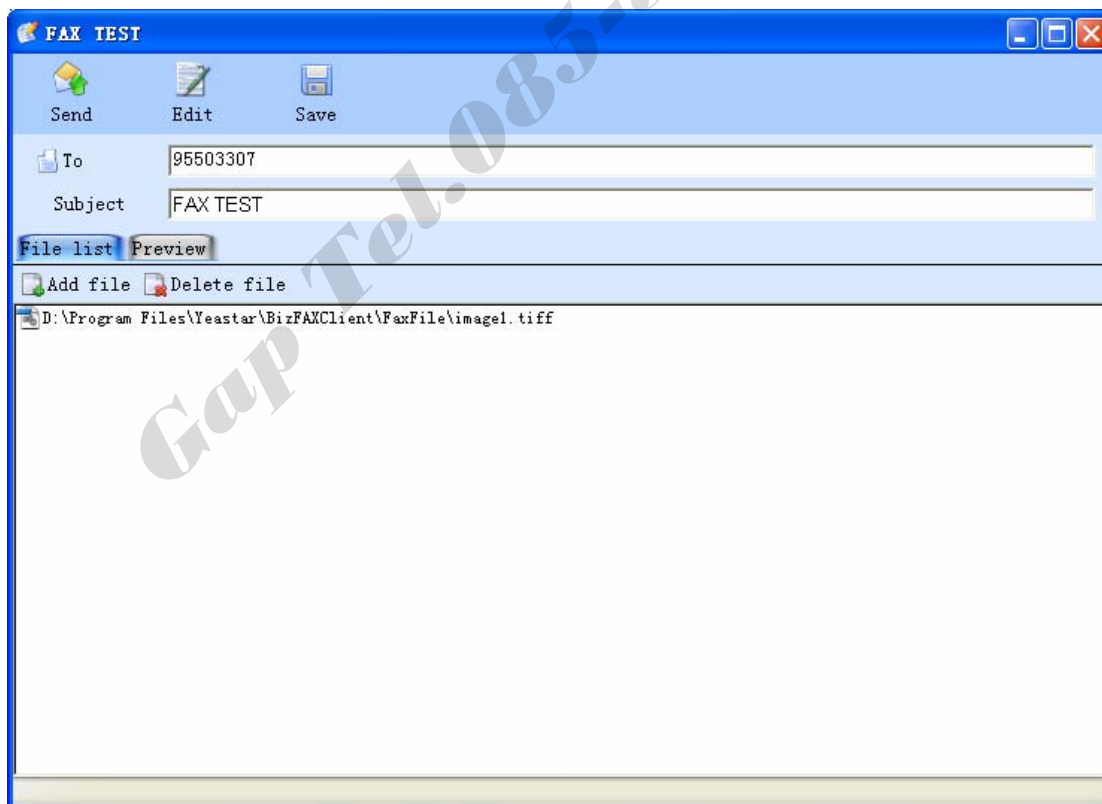


Figure 4-4

## 4.2.2 Sending fax from Client software

- (1) Enter into FAX tag, click 'Create' to create a new fax.
- (2) Click 'add file' to select the file you want to fax from computer.

**Note:** Only the file in \*.bmp、\*.dib、\*.jpg、\*.jpeg、\*.png、\*.doc、\*.docx、\*.xls、\*.xlsx、\*.pdf、\*.tif、\*.tiff、\*.txt or \*.rtf format can be added in this way. The files in other formats could be opened by the application programs and sent out through 'Print'.

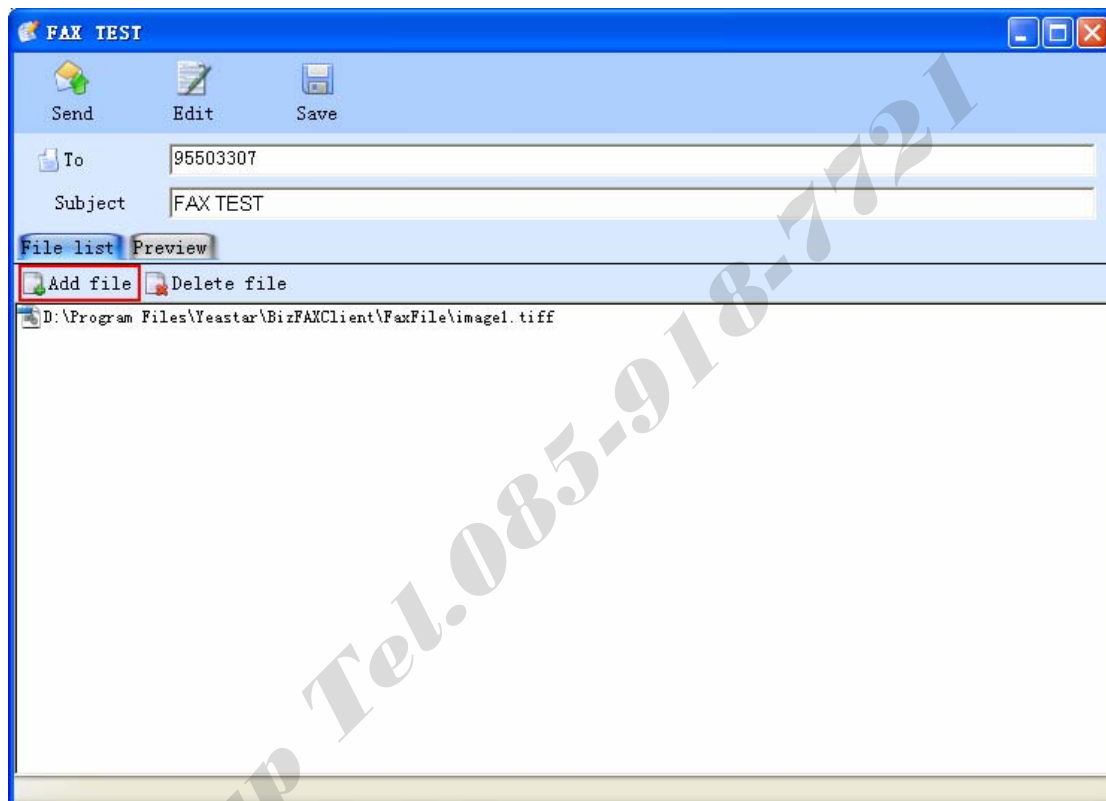


Figure 4-5

### Merge multiple files to fax once

If user wants to fax multiple files at the same time, he can click the 'Add file' button again to add other files into task list, or he can use the application programs to open the files at first and choose 'Print' to send them into fax list.

Beside the adding option, user is also able to delete the unnecessary files from list after clicked 'Delete File' button.



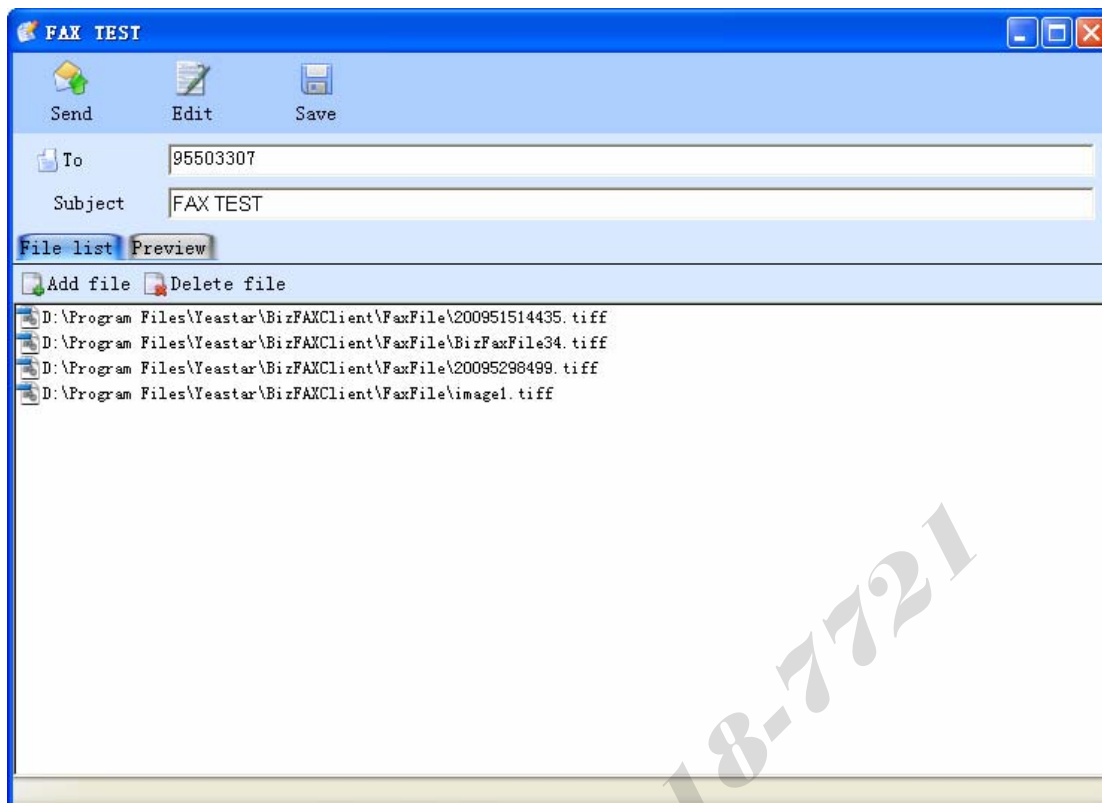


Figure 4-6

### 4.2.3 Description of 'Create a New Fax' Menu

#### 4.2.3.1 Receiver (Fax number)

There are two ways to enter receiver (fax number):

1. Enter the numbers directly as Figure 4-7

The right way of entering fax number: for example here a company in Xiamen city of China, city area code is 0592 and country code is 0086 :

- (1) local fax number in this company: 5503307
- (2) domestic long distance fax number: 05925503307
- (3) international long distance fax number: 00865925503307

**Note:** 9+5503307 or 0+5503307

When an ext. user sends a fax, he needs to plus a prefix number 0 or 9 that usually required by the PBX phone system before dialing the receiver's fax number.

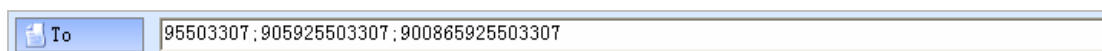


Figure 4-7

2. Click on 'Receiver' and select contacts from address book.

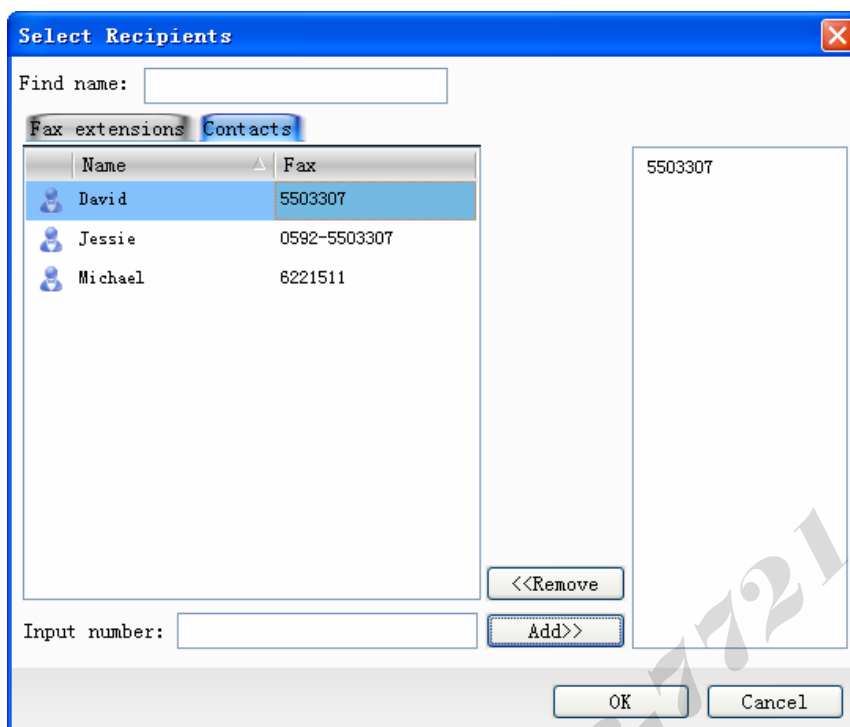


Figure 4-8

Select contacts' fax number and click 'Add', it shows the selected number on right box, click 'OK' to finish.

#### 4.2.3.2 FAX Subject

Mark the faxes for easy manageable and searchable.

#### 4.2.3.3 Fax Content

##### Fax File List

- 1) Add Fax: Select one or multiple files from computer to fax out once
- 2) Delete Fax: Delete file(s) from fax file list

##### Preview:

User is able to view and check the selected fax file through 'Preview'.

##### Edit:

User is able to add signature or make notes on selected file. Click 'Edit Fax' to amend contents, seal and add signature directly.

#### 4.2.4 Delay to Send FAX

BizFAX is able to send fax in specific time that set up by users. User can set up an idle time or the most cheapest call rate period to delivery fax and this function is specially useful to send the international fax because of the time difference.

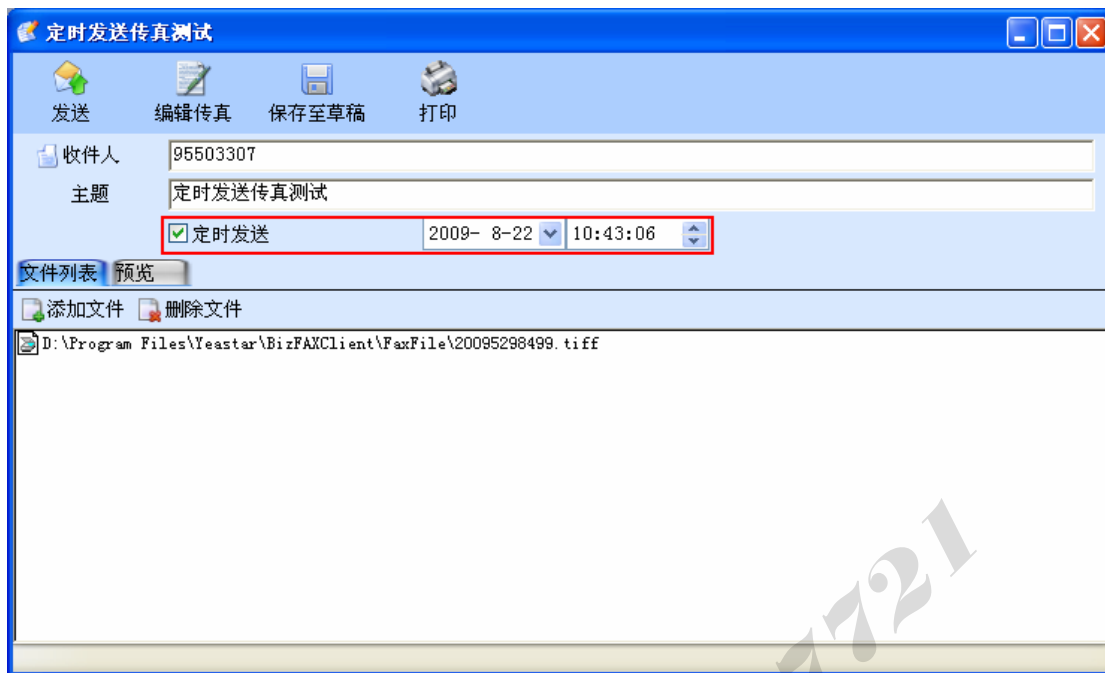


Figure 4-9

### 4.2.5 FAX Broadcast

System allows user to fax a same file to different numbers at the same time, which means fax broadcast.

There are two ways to get fax broadcast service:

1. Enter fax numbers directly and separate them by semi-colon. See Figure 4-10

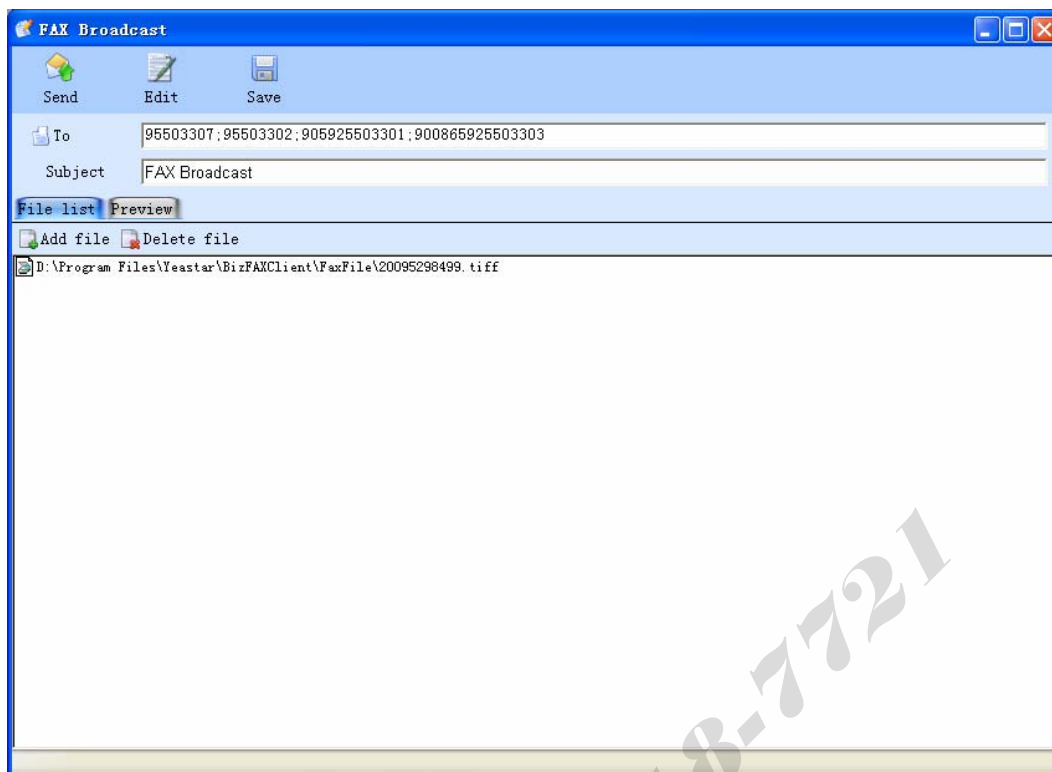


Figure 4-10

2. Click 'Receiver' and select multiple contacts from address book to add into right box as Figure 4-11.

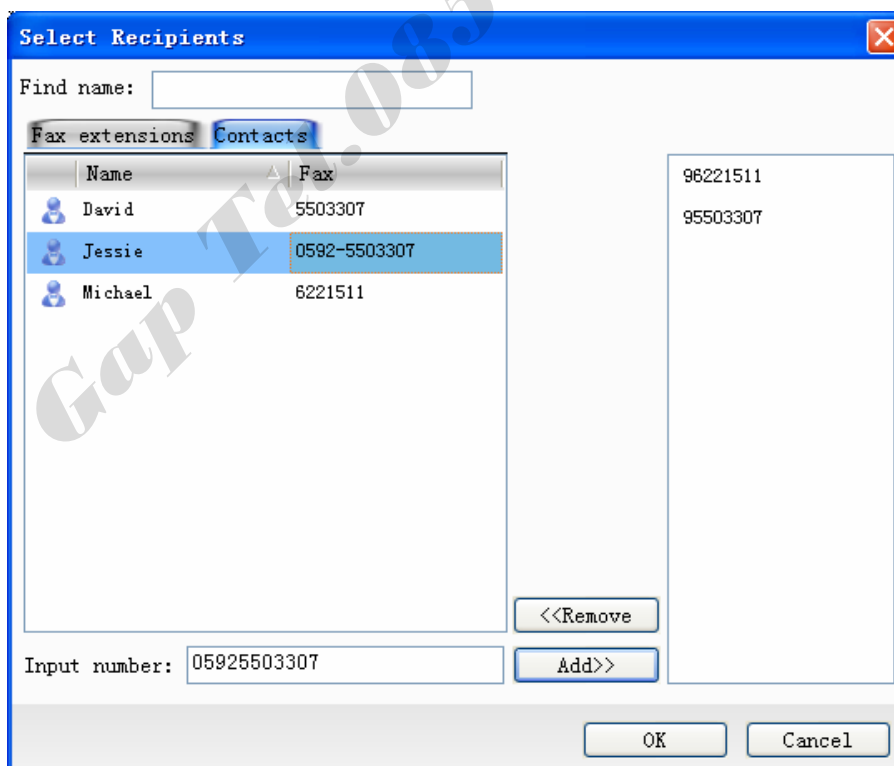


Figure 4-11

## 4.2.6 Forward Fax

User can transfer the received faxes to both internal extension users and external contacts.

### 1. Forward to internal extensions

Click the right mouse on the selected fax and choose 'Forward' from the pull-down menu. Click on 'To' to select receivers from 'Fax Extensions' as Figure 4-12.

Double click on the extension names or click 'Add' to add the selected extensions into right list.

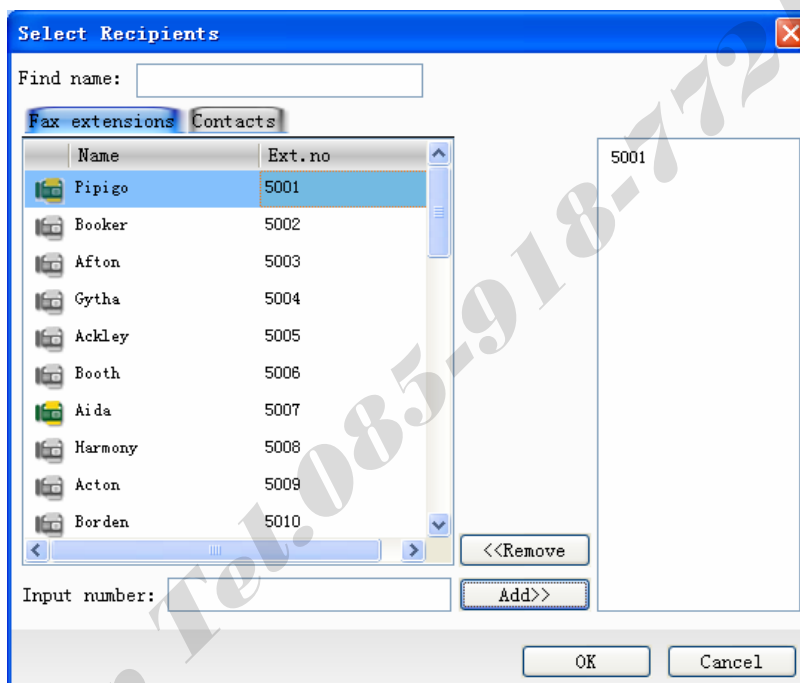


Figure 4-12

### 2. Forward to external contacts

Click the right mouse on the selected fax and choose 'Forward' from the pull-down menu. Click on 'To' to select receivers from 'Contacts' as Figure 4-13.

Double click on the extension names or click 'Add' to add the selected contacts into right list.

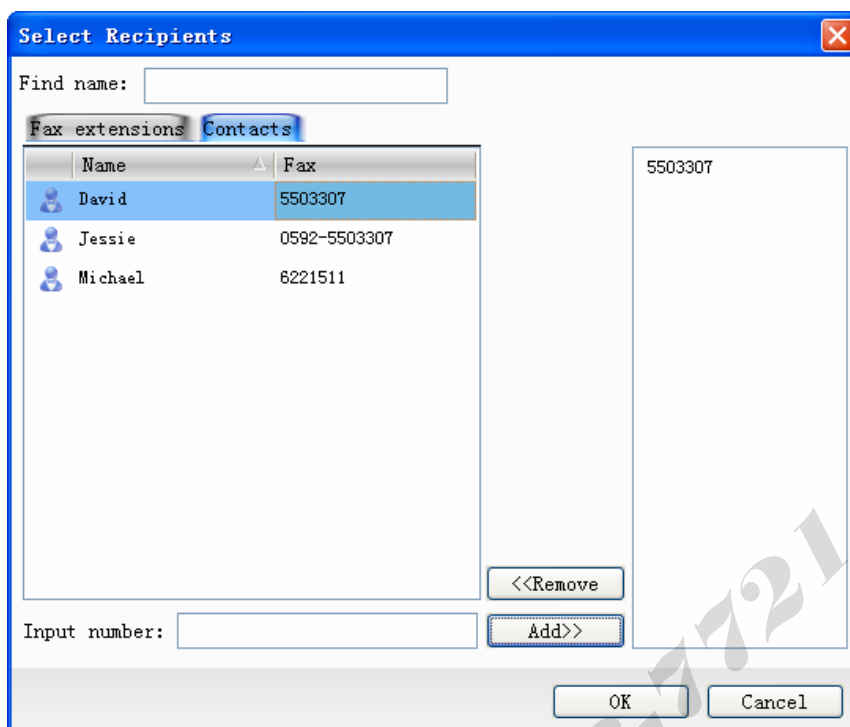


Figure 4-13

### 4.2.7 Reply FAX

User can reply to the sender directly for the received fax.

Click on the right mouse on the selected fax, choose 'Reply' on pull-down menu, system will pop up a window where user can edit the fax for remark, seal and signature.

After the above edition, user can reply the modified fax file to sender.

### 4.2.8 Check Results

Once sent out from Client, the fax task submitted to Server side. If the fax file is waiting in line for processing or is sending fax, the file will be saved in the 'Outbox'.

If fax sent successfully, the file will forward to the 'Sent Items'. User can check the recipients, subject, created time and status in this window.

If user fails to send, the fax file will be saved on 'Outbox'. System shows the failure reason on the 'Status' of Client, such as busy, no answer, and dead number.

If user wants to resend the failure fax, just click on selected file; choose 'Send' on menu, submit failure number to server side again.

#### Status:

**Waiting process** – file is waiting in line for faxing

**Sending** – system is sending fax

**Sent successfully** - fax is successfully delivered.

**Resending**- fax is being resend.

**Waiting for idle trunk** – trunks are busy, system is waiting for an idle trunk.

**Transmission failure, waiting to try again**

**Have no valid line** - User dialed a wrong access number. For example, the trunk correct access number is '9', but user dialed '7' that led to the unavailable of valid trunk.

**Wrong router, calls can not pass through** – Send fax to an invalid number.

**The callee is busy, waiting to try again.**

**The callee is busy, system will not try again.** – The callee is busy, the retry times has reached the number that configured in server.

**Transmission failure, system will not try again.** – After the several retry times that configured for failure fax, system still fails to send out, so will not try again.

**Transmission over time, system will not try again.** – After the several retry times that configured for failure fax, system still fails to send out, so will not try again.

## 4.3 Receive Fax

After enabled Client, BizFAX will pop up a prompted interface on the lower right corner for the newly received fax.

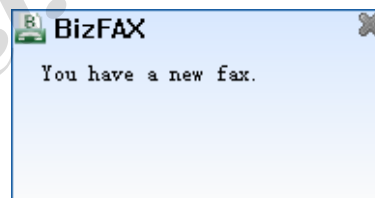


Figure 4-14

Click 'Check Fax' to view contents by the fax editor directly. Click 'Close' to close the interface and user can login Client to check.

## 4.4 Forward Fax to Email (FAX to Mail)

Send incoming fax to email. In order to auto forward all the incoming faxes to an appointed email address, user requires to pre-setup the email server on BizFAX Server side.

On Client side, user also needs to do the operation: click 'File' → 'Edit Profile' → enable 'Sending incoming fax to the Email', please see Figure 4-15

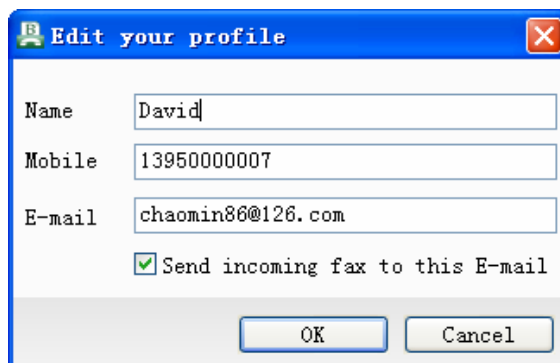


Figure 4-15

Once user changed the email address on the Client window as above, his email information on Server side will be updated at the same time.

## 4.5 Manage Fax

### 4.5.1 Edit Subject

The role of the subject is same as a label. User can add a subject for both received and sent faxes in order to manage them easily in future.

When sending a fax, sender can add a subject on 'Create a new fax' window, from which receiver will quick to know the contents.

For received fax, user can click on selected fax and choose 'Edit Subject' from pull-down menu.

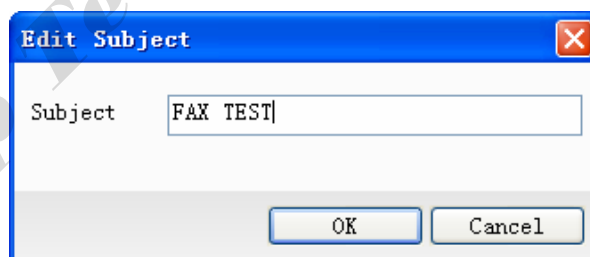


Figure 4-16

### 4.5.2 Group Managment

Create a folder will be helpful to manage faxes.

#### 1. New Folder

Choose 'Inbox' and click right mouse, select 'New Folder' from pull-down menu.



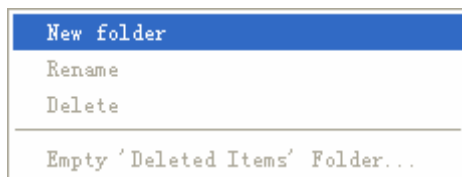


Figure 4-17

Create a name for this folder on the following box

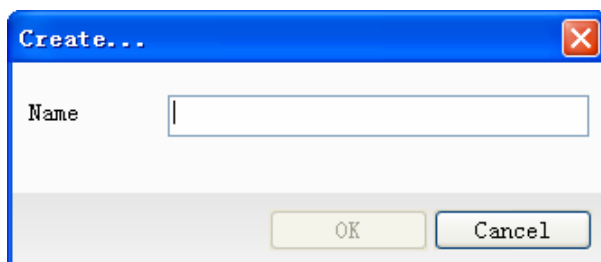


Figure 4-18

## 2. Drag fax to folder

Click on the selected fax file and hold down the mouse, drag it into required folder.

### 4.5.3 Delete Fax

After clicked 'Delete' button, it will prompt a check window 'Are you sure to move the fax(s) to deleted items folder'.

#### 1. Click 'Yes'

The deleted items will be saved on trash folder temporary.

Users can easily to restore the miss deleted file from trash folder to original position.

If need to permanently delete the fax, on trash folder, click 'Delete' on selected fax will be OK.

#### 2. Click 'No'

Will not to delete the fax.

### 4.5.4 Print Fax

If user wants to print out the fax, only open it and click 'Print' button, system will prompt a window as Figure 4-18.

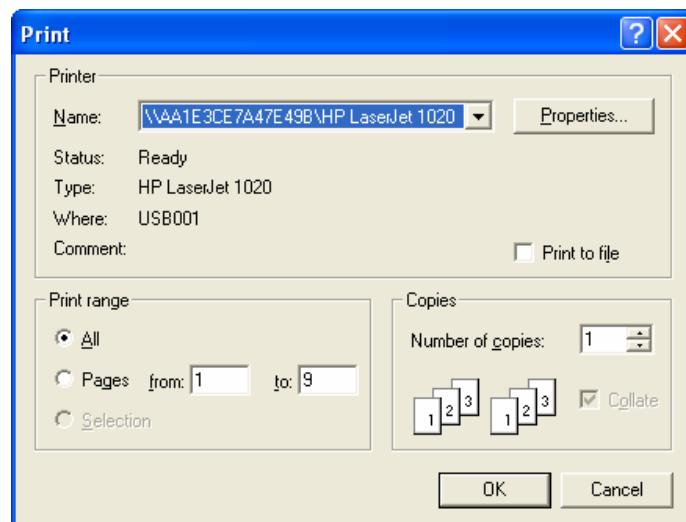


Figure 4-19

## 4.6 Fax Editor

The fax editor co-works with BizFAXClient to view, edit and make remark on fax file.

Option 1: Double click on a fax file in Client, click 'Reply' or 'Forward', and click 'Edit Fax' on the pop window to access fax editor.

Option 2: Click 'Create', and add the file you want to fax on pop window, finally click 'Edit' to access fax editor.

## 4.6.1 View FAX

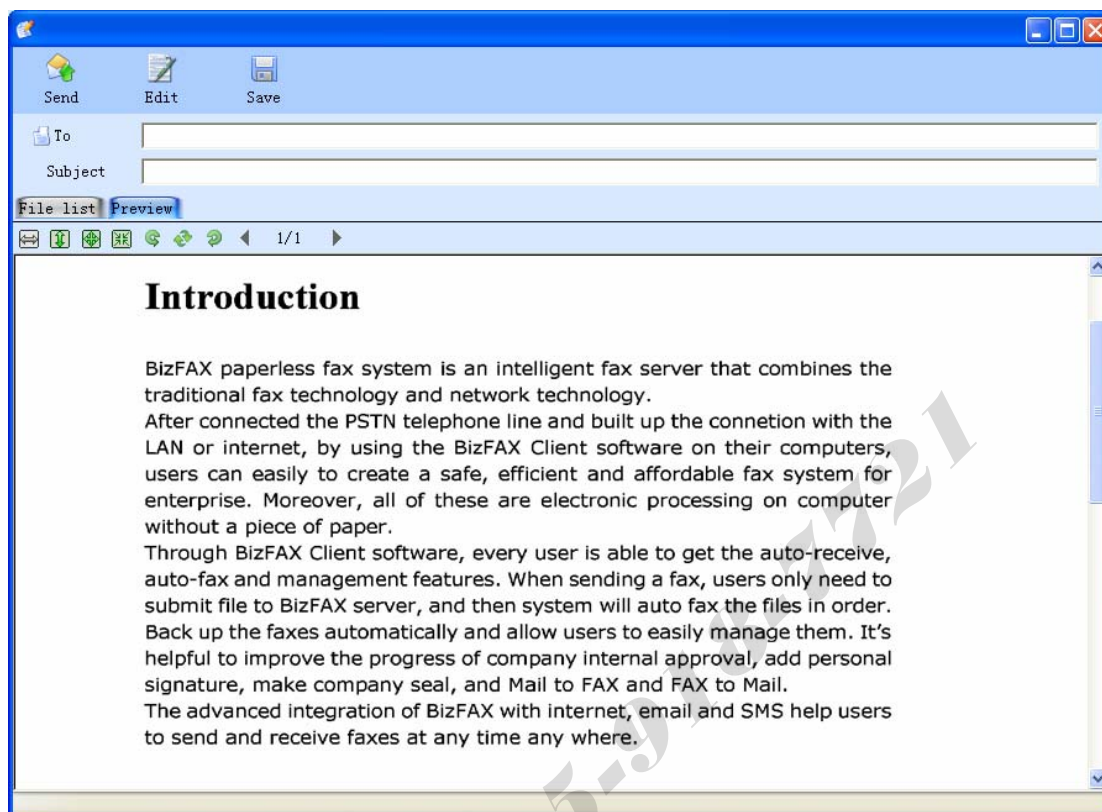
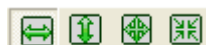


Figure 4-20



: from left to right: fit width, fit height, fit visible, actual size



: from left to right: Rotate Counterclockwise 90°, Rotate 180°, Rotate Clockwise 90°

## 4.6.2 Remark FAX

It helps user to modify the file contents.

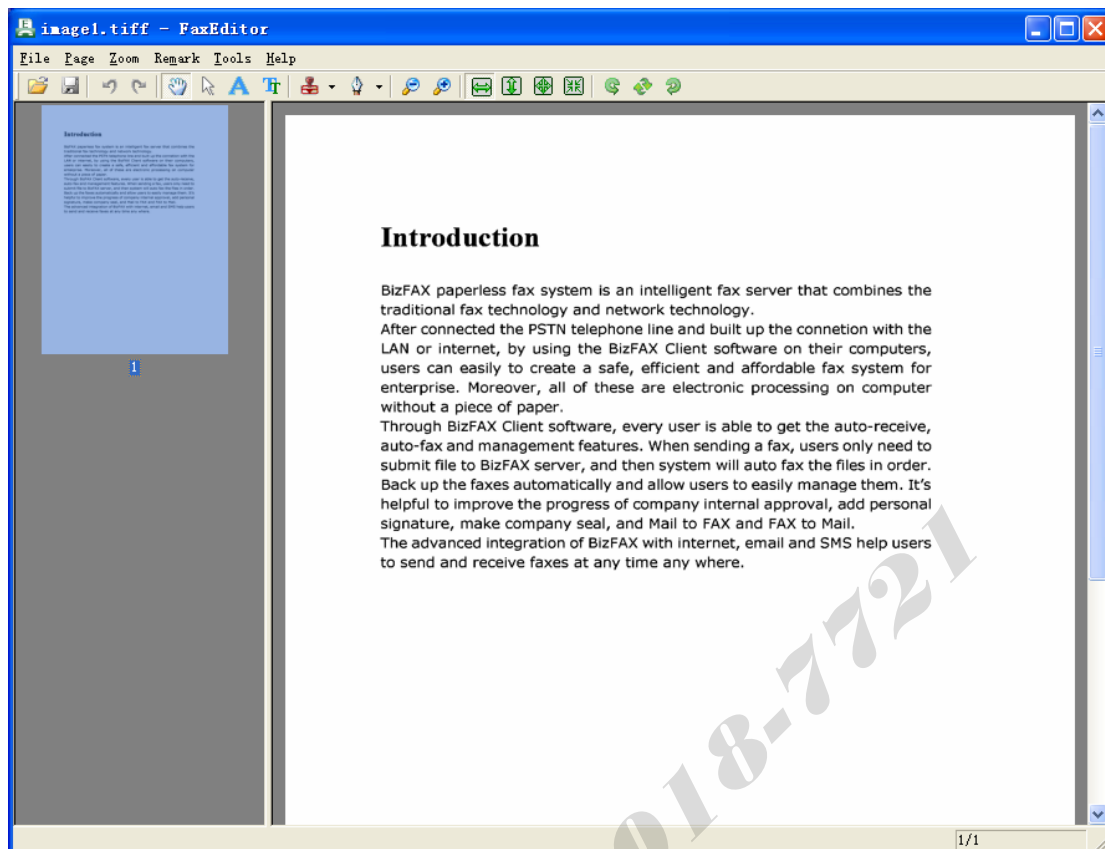








Figure 4-21

- : Revocation
- : Reimplement
- : Move page
- : View page
- : Add text
- : Font

Before making remark on fax, click 'Font' to change the size, style and font of characters.

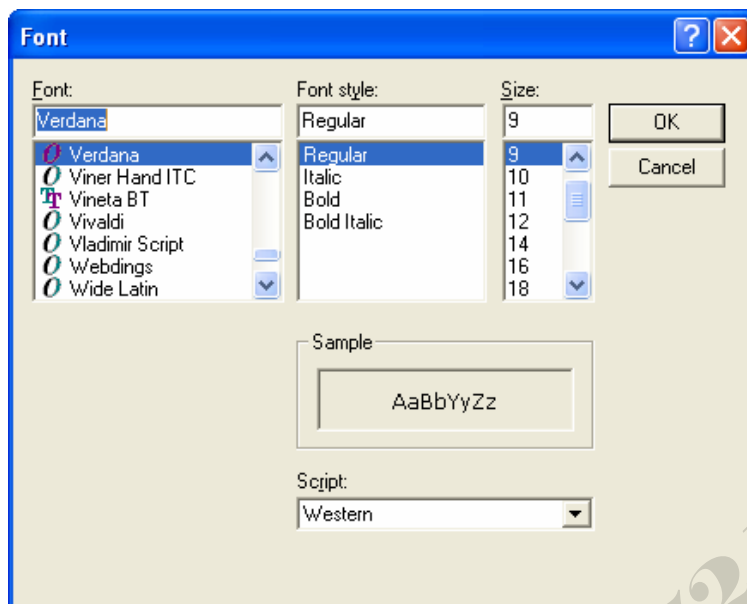


Figure 4-22

### 4.6.3 Seal & Signature

#### 4.6.3.1 Get seal and signature

**Step 1:** Save a paper with a seal or a signature into computer.

Method 1: Send the paper from physical fax machine to virtual fax extension, and login this virtual fax extension and download the paper to computer.

Method 2: Scan the paper by a scanner and save it on computer; Click right mouse on the newly scanned file and choose 'Print' to convert it into TIFF format file by 'BizFAX' virtual printer.

**The purpose of this step is to convert file into editable TIFF format.**

**Step 2:** Use the FaxEditor to open the saved file.

Click on the saved file, click right mouse and chose 'Open' → 'Program', and click 'View' on pop-up window, select the FaxEditor.exe that under the BizFAXClient installation path, click 'Open' to edit file.

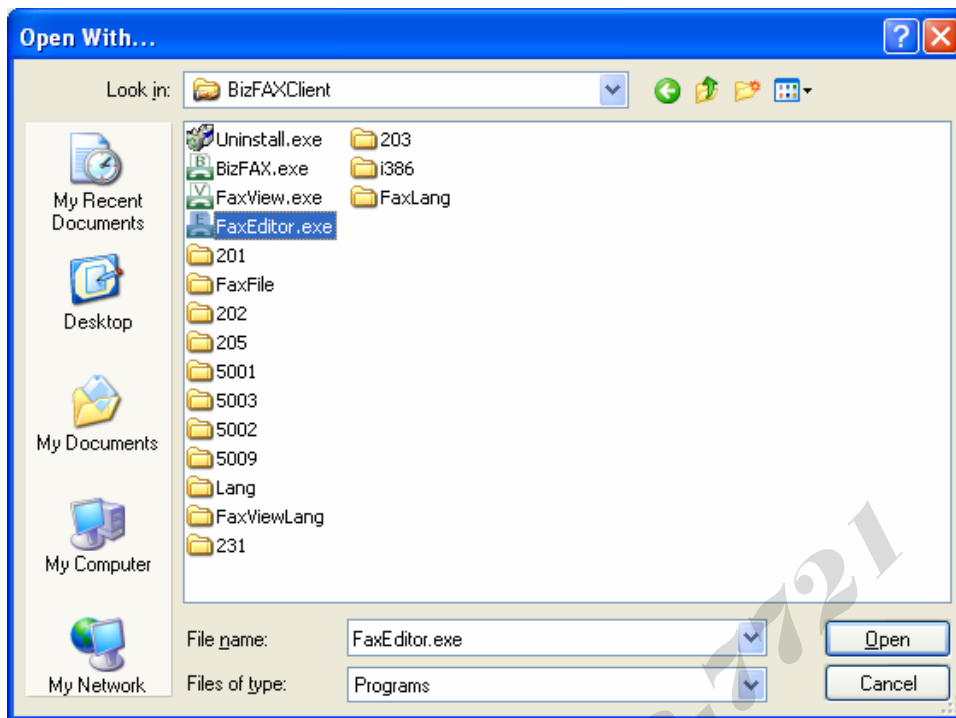


Figure 4-23

**Step 3:** On the opened FaxEditor, click 'Remark' → 'Get Stamp', drag mouse to choose on stamp or signature, and then release mouse to extract the stamp or signature image from paper. Enter a name on the pop-up window as Figure 4-23. The stamp and signature images will be saved as BMP & TIFF format.

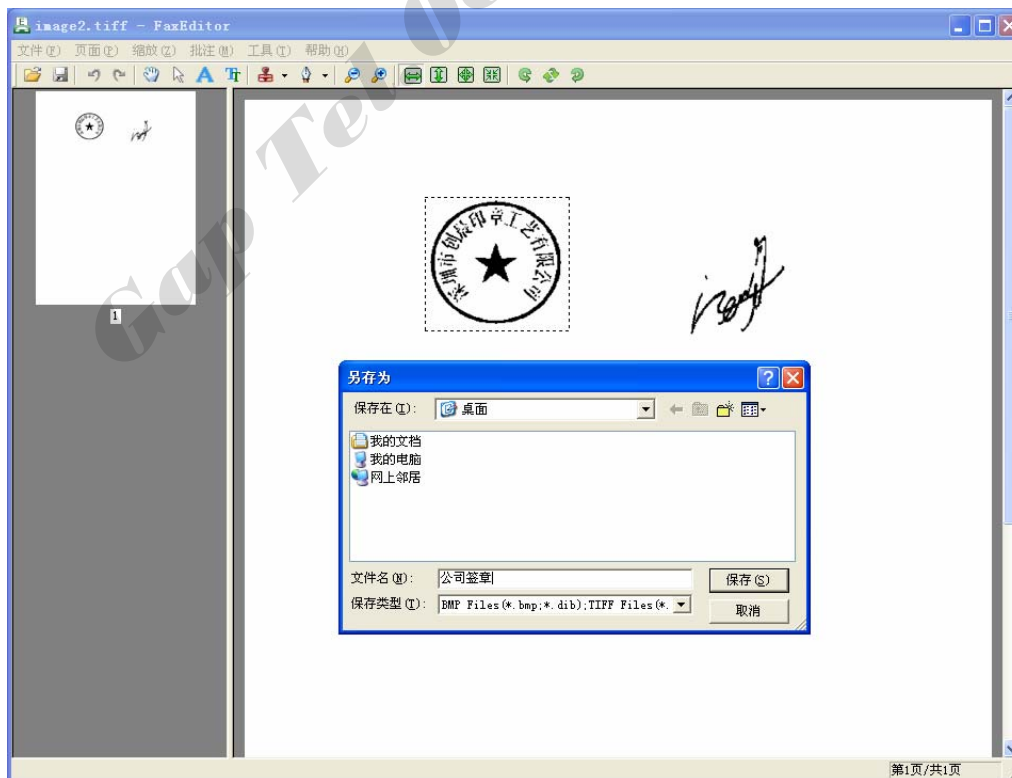


Figure 4-24

**Step 4:** After clicked 'Save', the extracted images will be saved into manager as Figure 4-25

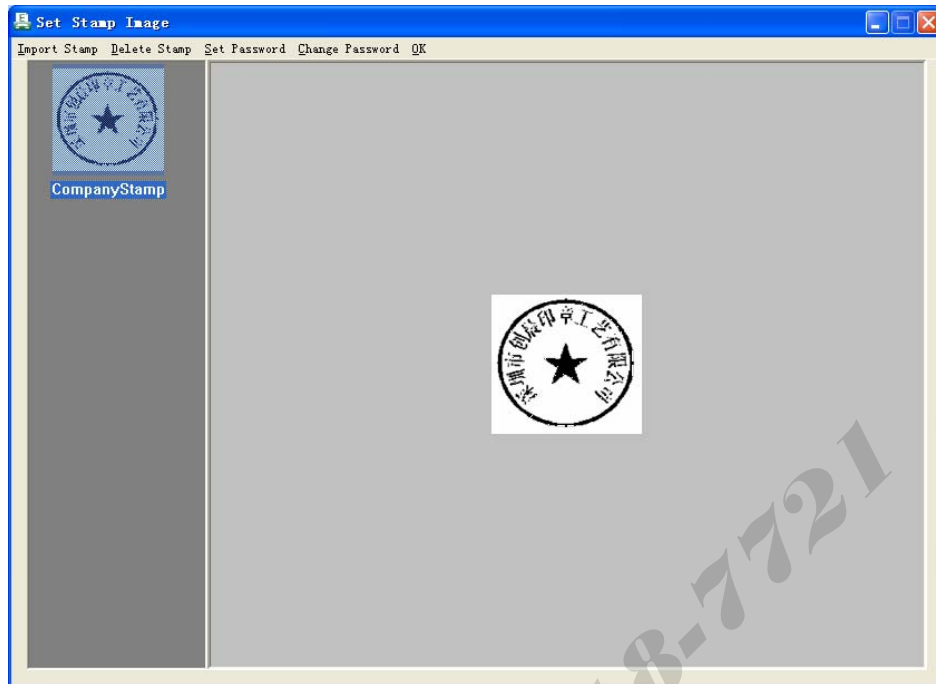


Figure 4-25

**Step 5:** Click 'OK' to finish the operation of extracting stamp and signature.

#### 4.6.3.2 Set Stamp Image

There are two methods to set stamp image:

##### 1. Import Stamp

Click 'Remark' -> 'Stamp Image' -> 'Set Stamp'; on the prompt 'Set Stamp Image' window -> click 'Import Stamp'. User can import the BMP and TIF format pictures that already saved in computer. The accuracy is better around 100dpi.

##### 2. Signature

Click 'Remark' -> 'Signature Image' -> 'Set Signature'; on the prompt 'Set Signature Image' window -> click 'Add Image'.

#### 4.6.3.3 Set Password

Click 'Remark' -> 'Set Stamp', open the following figure:

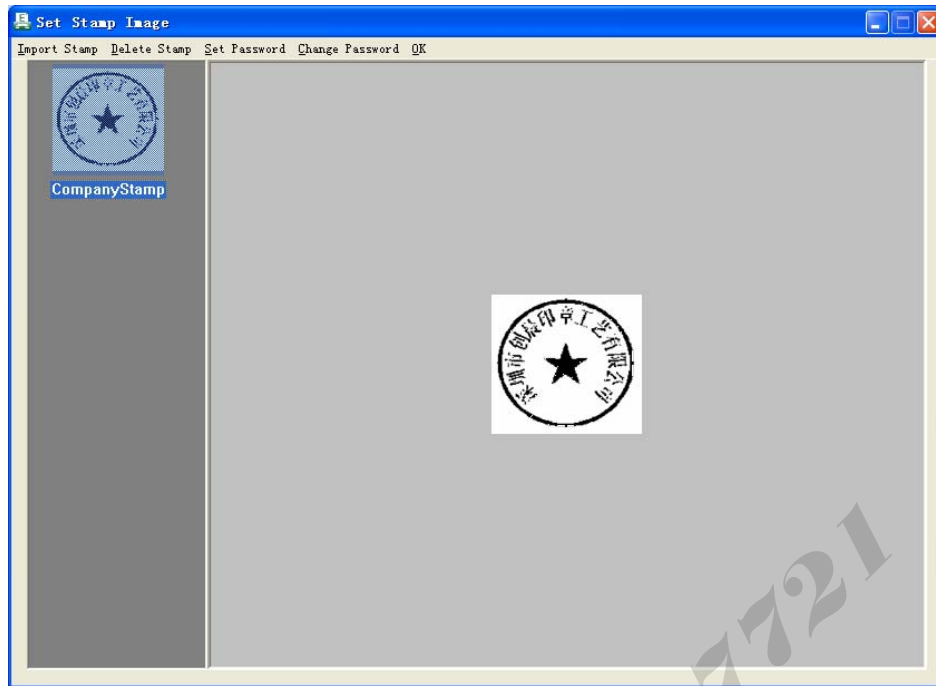


Figure 4-26

The left area is the list of all stamps and stamp image shows on the right area.

For the safety of using stamps, users can set password on the following window.




Figure 4-27

#### 4.6.3.4 Application of Stamp



**Stamp**

All the imported stamps will be listed under pull-down menu of  icon, just select a stamp to seal on fax file.

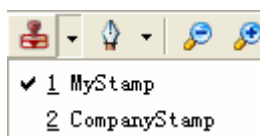


Figure 4-28

If it has password protection, system will prompt the following box, user is



asked to enter password.

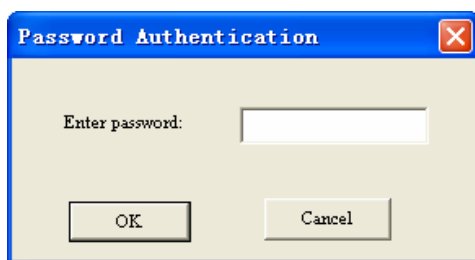



Figure 4-29



## : Signature

All the added signature images will be listed under pull-down menu of  icon, just select a signature to seal on fax file.

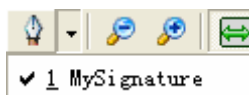


Figure 4-30

## 4.7 Fax Extension Management

Fax extension refers to all users that using fax system. They are able to check each other's information (ext. number, email address and mobile number) and forward faxes and send SMS among extensions.

There are two types of fax extensions: physical fax extension and virtual fax extension. Physical fax extension means the real fax machine, and virtual fax ext. stands for the ext. registered by BizFAX Client to manage faxes.

### Extension Status:



It means the virtual fax extension is offline.



It means the virtual fax extension is available.



It stands for a physical fax machine.

### Extensions Group:

Through clicking 'View' → 'Show Extensions Group' to see all groups of extensions.

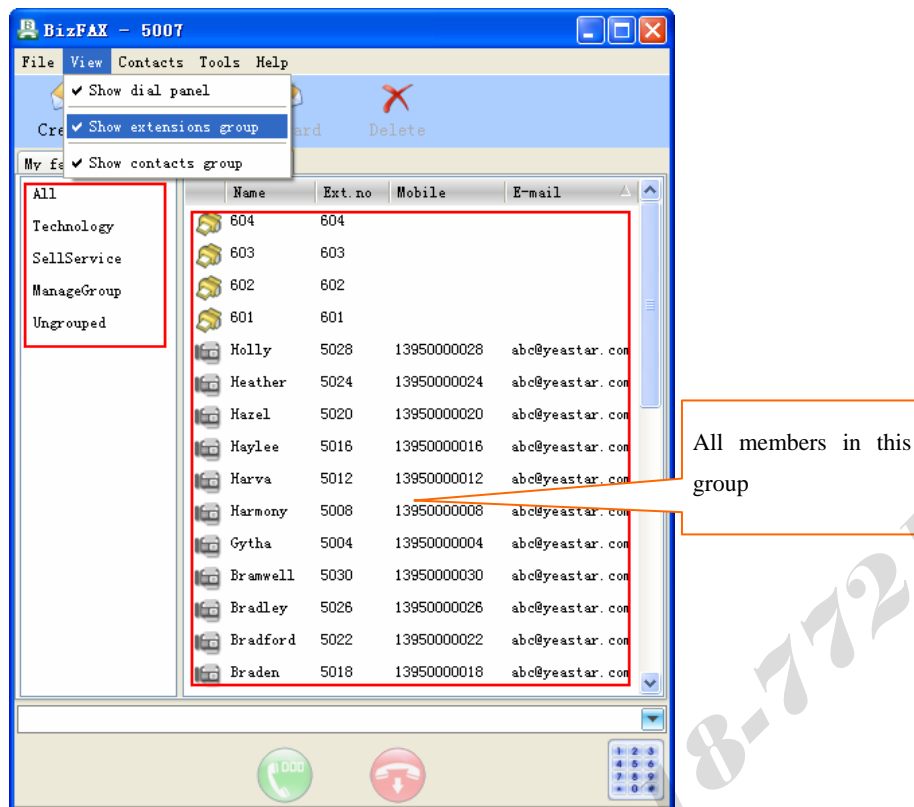


Figure 4-31

## 4.8 Contacts Management

After signed in BizFAXClient, you can see Contacts tag. Here, you are possible to add, edit, delete, rename, send, import and export contacts.

### 4.8.1 Contacts Group Management

Before editing contact's profile, you can classify it into group at first, which will be easier to manage and send fax by group at once.

You can see contacts in group way thorough 'View'→ 'Show Contacts Group' (see Figure 4-32)

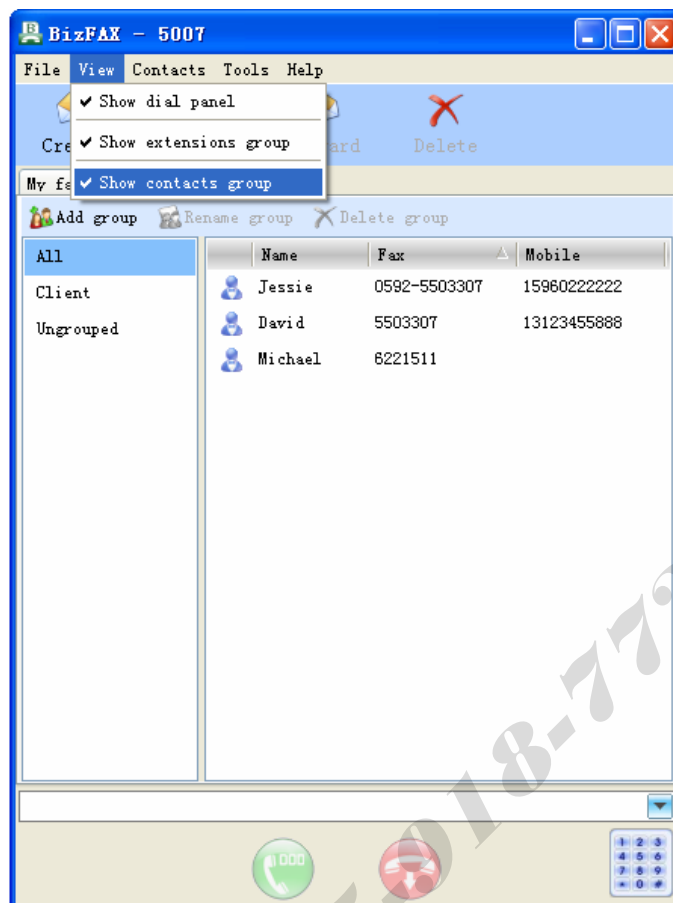


Figure 4-32

## 4.8.2 Add New Contact

You can add new contact through Menu→Add New Contact or click the mouse to open the adding screen.

Please edit contact's profile on following screen, such as name, office phone, and company name and so on.

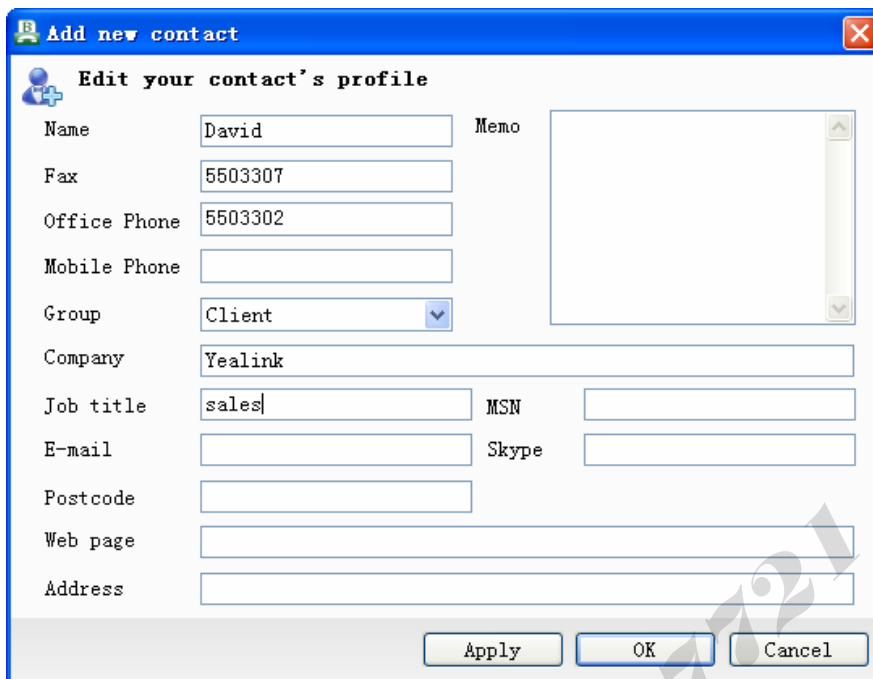


Figure 4-33

### 4.8.3 Edit & Delete Contact

Select contact and click on mouse right to choose edit or delete from pop-up menu.

### 4.8.4 Send Contact

Contacts information are shareable among extensions. Click on the selected contact, click on mouse right → click 'Send Contact' on menu → Open the window as Figure 4-34 to select the extension.

**Note:** You can select all through Ctrl+A or click on Ctrl or Shift to choose multiple contacts.

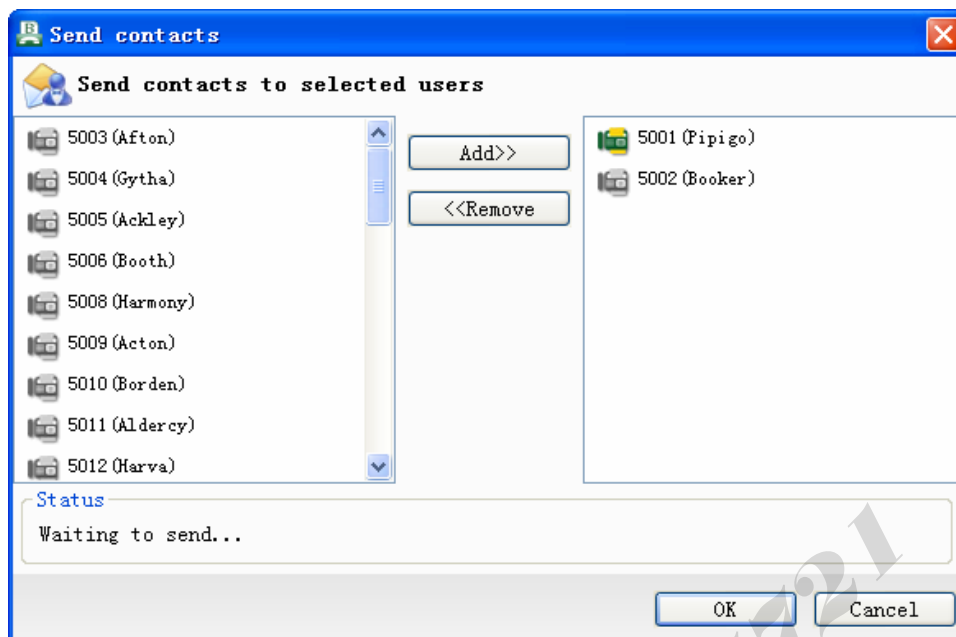


Figure 4-34

### 4.8.5 Import Contact

User can import contacts in quantity from menu 'Contacts'--> 'Import Contact'.

#### Step:

1. Select the file (.csv) you want to import and click 'Open' button (figure 4-35)

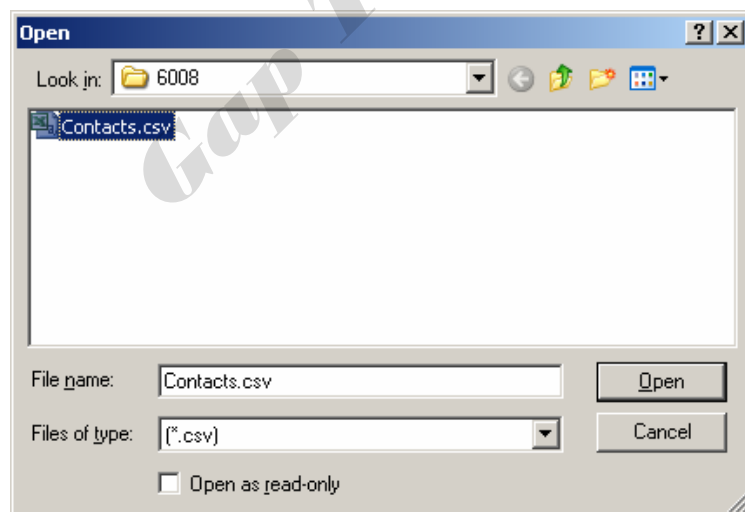


Figure 4-35

2. Double click the item to select corresponding address, see Figure 4-36

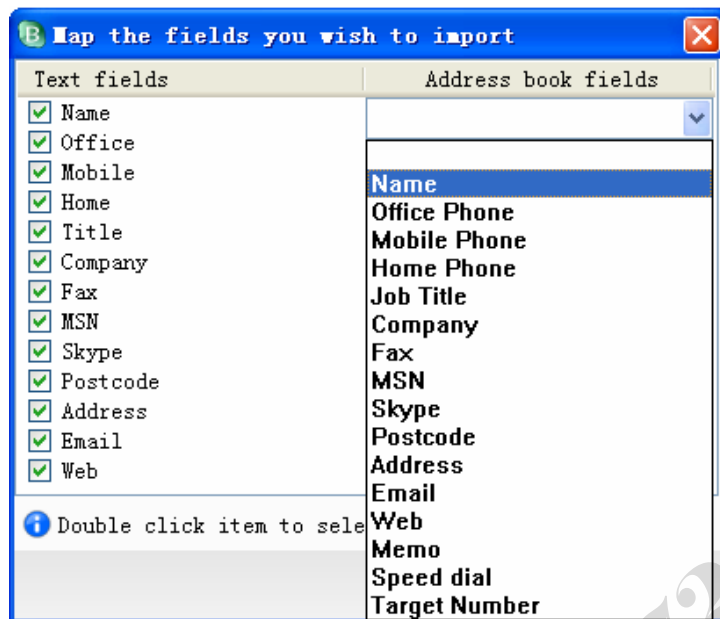


Figure 4-36

3. Click 'OK' to finish this step.

#### 4.8.6 Export Contacts

You can export contacts to save up on computer as well.

##### Step:

1. Select the routing that you want to save, and then click 'Save' to finish as Figure 4-37

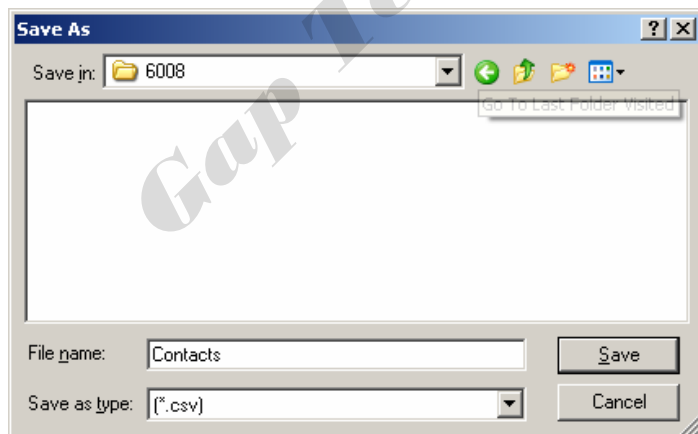


Figure 4-37

2. Enter the file name and click 'Save' button to export contacts into csv file.

## 4.9 Internal Communications among extensions

For the convenience of communications among extensions, BizFAX embedded an instant talk system allow users to get voice calls or text chat with other members.

### 4.9.1 Voice Talk

There are three ways to make a call between extensions:

- 1) Double click on the extension number that you want to call
- 2) Enter the ext.number directly on the box and click 'Call' button
- 3) Dial the ext. number on the small keyboard and click 'Call' or 'Enter' button.

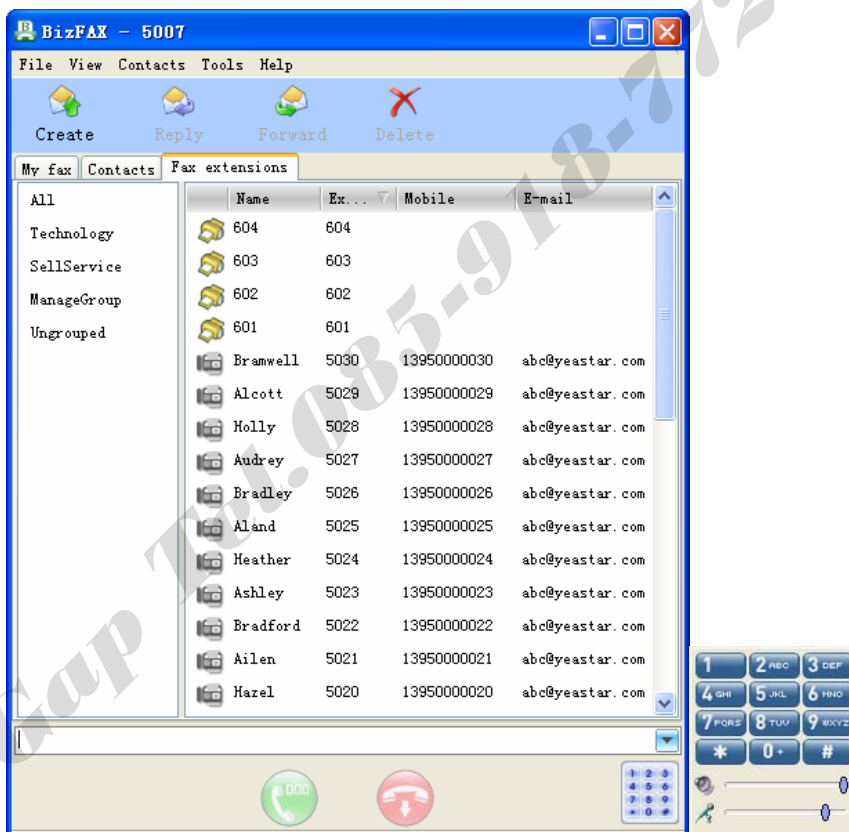


Figure 4-38

### 4.9.2 Text Chat

BizFAXClient provides the internal instant message system for users to chat easily with other members on extensions listing.

On extensions list, select the member you want to chat with, click 'Start Chat' button or click mouse right to open the chat screen.

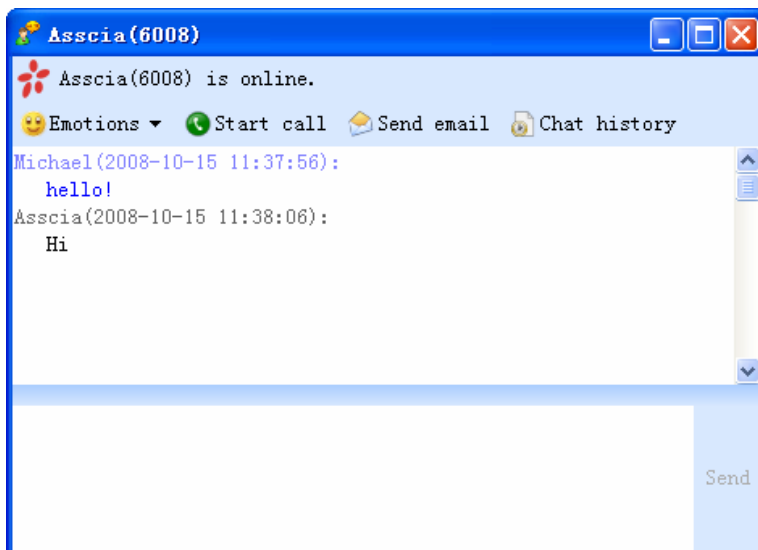


Figure 4-39

## 4.10 Personal Profile

For the convenience communication with your colleagues and friends, BizFAXClient provides personal information management, so that you can update profile at any time.

After signed on BizFAXClient, click 'File' → 'Edit profile' to open personal information screen.

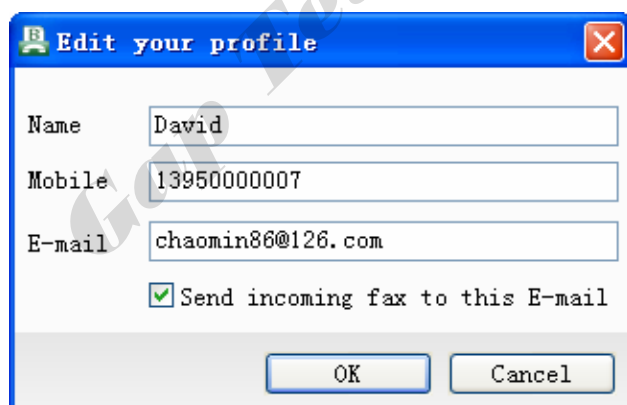


Figure 4-40

Here you are allowed to change name, mobile phone number and Email address.

**When receive a fax, auto forward to this email:** After received a fax, system will auto transfer it to the pre-arranged Email address.



## 4.11 Change Password

User can change password through 'File' → 'Change Password' setting, open the chat box as Figure 4-42 to change password.



Figure 4-41

## 4.12 Change Language

BizFAXClient has multiple language versions. You can change the Client language through 'Tools' → 'Change Language'.

## 4.13 Audio Settings

You can open the screen as Figure 4-42 to set up audio device and adjust audio volume. Click on menu 'Tools' → 'Options' → 'Audio Settings'.

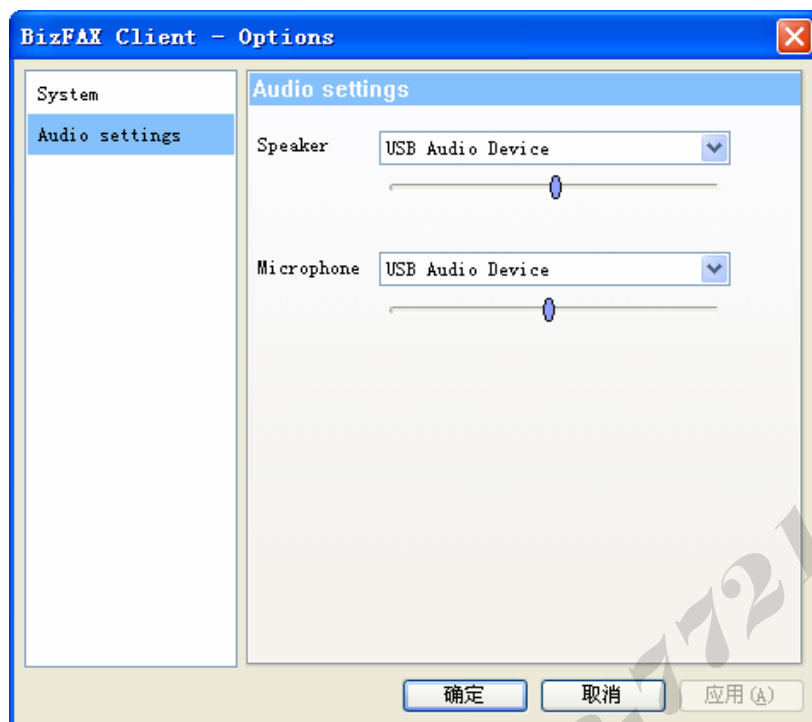


Figure 4-42

## 4.14 Sign out & Exit

### Sign Out:

You can sign out BizFAXClient on menu 'File' → 'Sign Out'

### Exit:

You can exit from BizFAXClient on menu 'File' → 'Exit' or you can click on BizFAX icon on right tray and click 'Exit' to exit as Figure 4-43.



Figure 4-43

## Appendix A How to make fax file in TIFF format?

Here, we take use of BizFAX's virtual fax printer (BizFAX) to make .TIFF fax file.

Take an example of a Word format file:

Step 1: Open the Word format file, click 'File' –'Print'.

Step 2: Select the 'BizFAX' on pop-up screen and click 'OK', BizFAX will transfer the word file into TIFF format file.

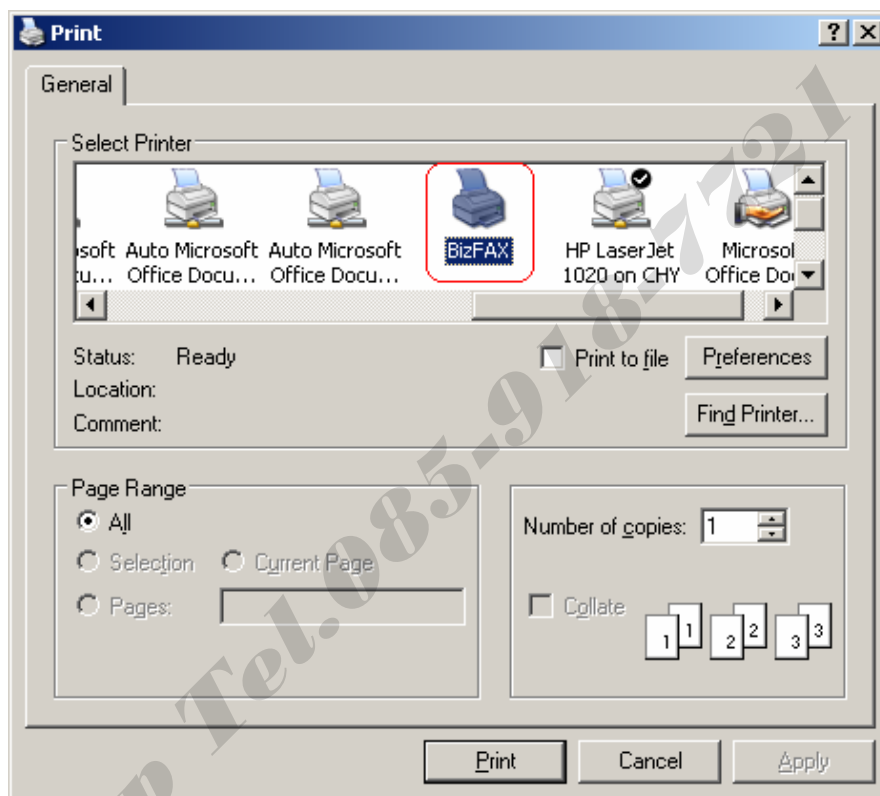


Figure A-1

Step 3: Open the installation routing of BizFAXClient, there is a FaxFile folder, where is the transferred TIFF files saved.

For example, BizFAXClient was installed on  
D: \Program Files\Yeastar\BizFAXClient, as Figure A-2

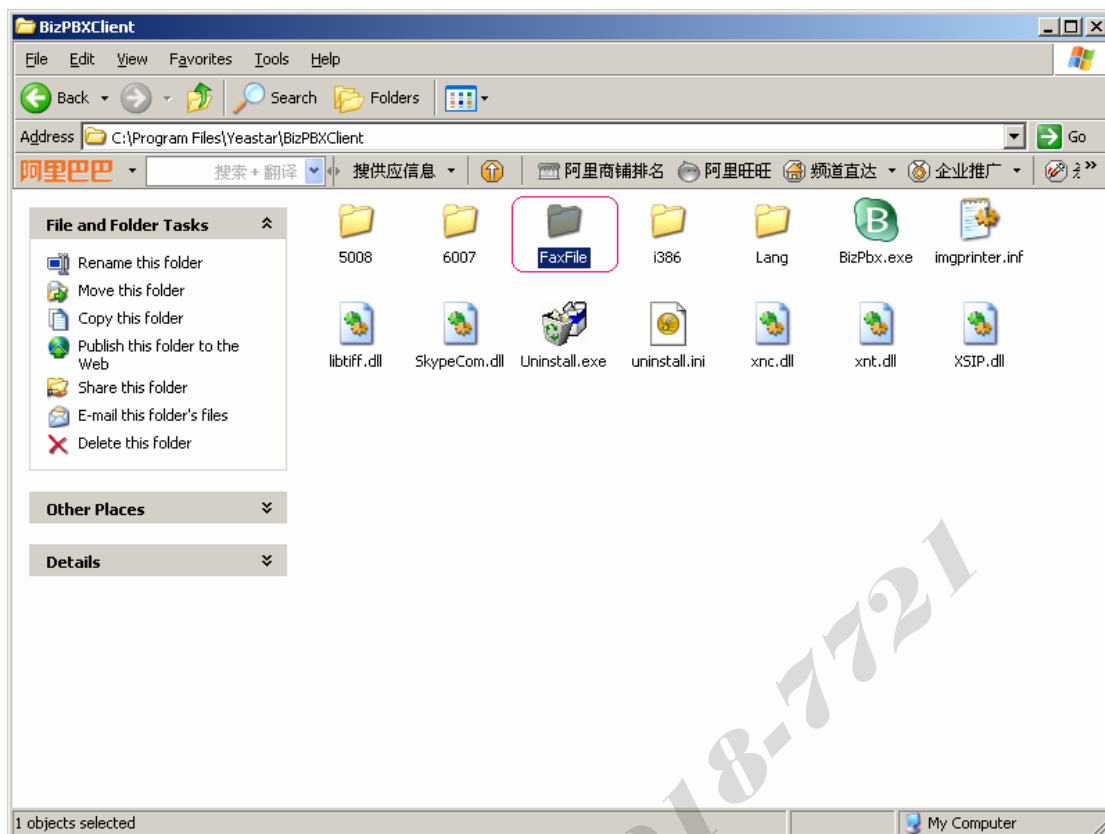


Figure A-2

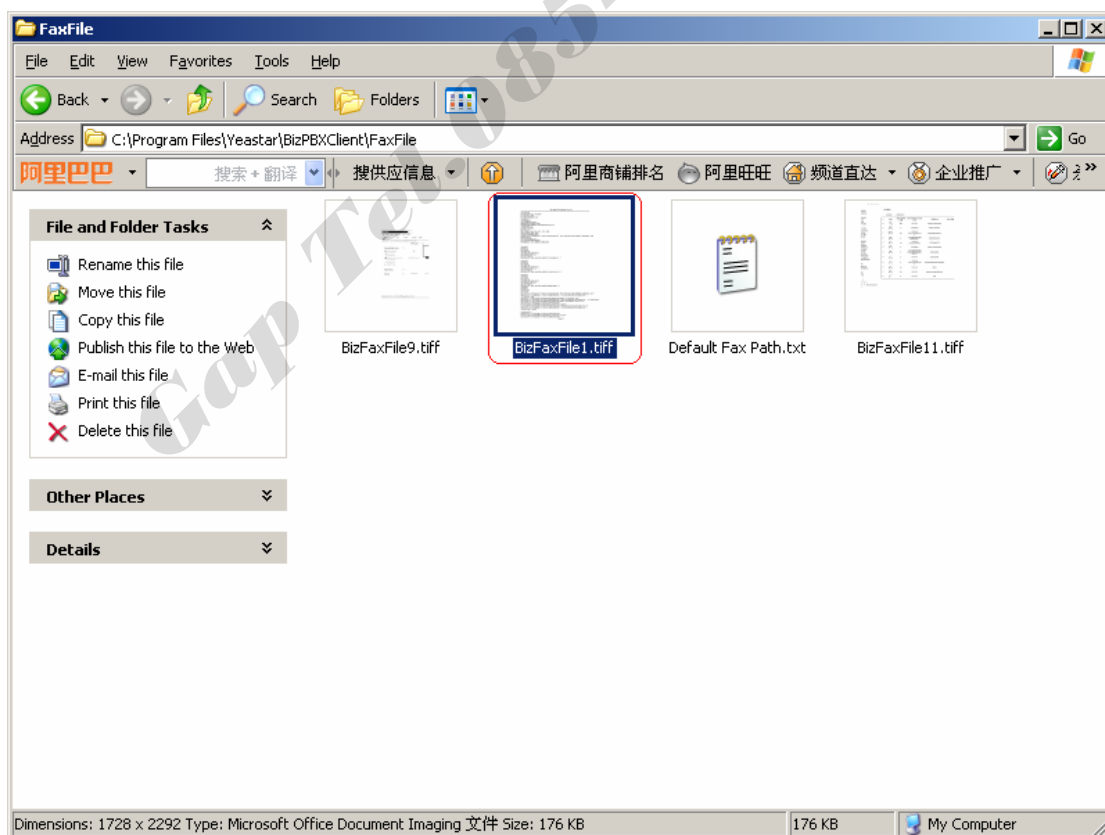


Figure A-3

&lt;Finish&gt;